

# OCCUPATIONAL OUTLOOK REPORT

&  
TRAINING  
DIRECTORY

FRESNO COUNTY

2000 - 2002



A Proud Member  
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Workforce Network



The California Cooperative  
**CCOIS**  
Occupational Information System





January 28, 2003

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Occupational Outlook Report Recipient:

In my capacity as Chairman of the Fresno County Board of Supervisors and Chief Local Elected Official of the Fresno County Workforce Investment Board, I am pleased to present the 2000-2002 Occupational Outlook Report (OOR). This report is written with an intended primary audience of education and economic development professionals in mind, but its use will undoubtedly be found by a larger audience than solely such professionals.

The OOR is essential to the fulfillment of the Fresno County Workforce Investment Board's mission to lead a results-oriented, performance-driven, fully integrated service delivery system that helps businesses meet their workforce needs by providing outplacement, recruiting and training services. We deliver Workforce Development services with business viewed as our primary customer.

We welcome your participation as we move forward in making Fresno County the best environment for business in the State of California. The OOR is one tool we can use to ensure our programs are effective and contribute to the quality of life and long-term vitality of Fresno County.

Sincerely,

  
Juan Arambula, Chairman  
Fresno County Board of Supervisors

JA:kg



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# Fresno County

## Occupational Outlook Report 2002

The information presented in this Occupational Outlook Report (OOR) was collected, analyzed, and disseminated through a partnership between staffs of the Fresno County Workforce Investment Board (FCWIB) and the California State Employment Development Department's Labor Market Information Division (LMID). The California Cooperative Occupational Information System (CCOIS) Group of LMID provided technical guidance. The purpose of this OOR is to provide information for labor market decisions, including personnel management, career counseling and selection, and vocational training program planning. Questions regarding the information in this report should be directed to Stephen G. Toews, FCWIB Research Analyst, via phone at (559) 490-7174 or e-mail at [stoews@jobsfresno.com](mailto:stoews@jobsfresno.com). (Copies of the 2002 OOR are available for \$25 each.)

Information in the Occupational Sections of this report applies specifically to Fresno County. The data contained in this report were collected from June 9 to August 11 in 2000, from July 12 to September 7 in 2001, and from April 29 to August 19 in 2002. Local users of the OOR selected the occupations presented for study, and many are recognized on the *Acknowledgements* page of this report.

You may reach the sponsoring agencies at the following URLs:

- o EDD Labor Market Information Division (LMID) at [www.calmis.ca.gov](http://www.calmis.ca.gov)
- o The Fresno County Workforce Investment Board (FCWIB) at [www.jobsfresno.com](http://www.jobsfresno.com)
- o The State of California Employment Development Department (EDD) at [www.edd.ca.gov](http://www.edd.ca.gov)
- o The California Career Resource Network (CalCRN) at [www.soicc.ca.gov](http://www.soicc.ca.gov) [formerly known as the California Occupational Information Coordinating Committee (COICC)]

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# **FRESNO COUNTY WORKFORCE INVESTMENT BOARD AND CCOIS STAFF**

The **FRESNO COUNTY WORKFORCE INVESTMENT BOARD (FCWIB)** is the contracting agency with EDD  
In the local implementation of the  
**CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM (CCOIS)**

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# Acknowledgements

Special thanks is given to the following groups and individuals for their contribution to this publication and to the more than 300 local employers who took their time to provide the information that made this report possible.

## Participants and Contributors to the 2002 Occupational Selection Meeting

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Frank Nunez, California School of Technology

Keri Oviedo, Beverly Healthcare  
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Marilyn Tuttle, Fresno Adult School  
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## Administration, Funding, and Technical Support

Employment Development Department – Labor Market Information Division, Sacramento  
The California Career Resource Network (CalCRN) and its member agencies

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# SECTION 1

## Introduction

### A Special Message for Readers and Users

The Fresno County Workforce Investment Board and the State of California Employment Development Department's Labor Market Information Division have made a substantial effort to ensure the accuracy of the information contained in this report. Agencies and staff are committed to high standards for research, and to providing reliable labor market information for local users. The data are collected from local employers and training providers through the use of a survey instrument. The information collected generally represents conditions that exist at the time of the survey. Although measures are taken to provide meaningful information, the results should be used with care and prudence.

While recognizing the above stated limitations, we encourage you to approach the data with confidence due to the commitment to quality and years of research experience that are provided by the local and state agency staffs.

The following two (2) pages contain an easy reference guide to using and understanding the employment survey information contained in this Occupational Outlook Report. The format of the page matches the format of the section for the year 2002. Unless otherwise noted, all information was gathered for the year of the study from local employers.

- o EMPLOYMENT TRENDS are taken from the Employment Development Department (EDD) Labor Market Information Division (LMID) 2002 Updates of the Projections and Planning Information for Fresno County.
- o EDD PROJECTIONS are taken from 7-year employment projections supplied by the California State EDD.
- o EMPLOYER RESPONSES are taken from interviews with Fresno County employers in the year of the survey.

## TITLE OF THE OCCUPATION

The Occupational Employment Statistic (OES) definition of the occupation.

**The OES identification code.** **Total employers responding and total workers they employ in that occupation.**

## EMPLOYER REQUIREMENTS

### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in This Occupation?</b>	This section deals with experience. Is it required or preferred? Is experience in other occupations accepted? Will training substitute for experience?			a
<b>If Required or Preferred: Is Experience in Other Occupations Accepted?</b>				b
<b>If Required or Preferred: Will Training Substitute For Experience?</b>				c
	This section deals with vocational training. Is it required or preferred?			
<b>Is Technical/Vocational Training Required?</b>				d

a -This shows the average number of months of experience required by employers for employment.

b -This shows the average number of months of alternative experience named by employers, and some occupations named.

c -This shows the average number of months of training that can be substituted for work experience.

d -This shows the average number of months of training required by employers and the types of training named by employers.

☐ **SKILLS AND REQUIREMENTS:** This presents the amounts and kinds of work experience, education, training, licenses, skills, and other requirements stated by surveyed employers. (Source: If major portions of the information came from other sources, those sources are shown here.)

### EDUCATION Required for Employment

<b>Less Than High School</b>	%
<b>High School or Equivalent</b>	%
<b>Associate (2-year) Degree</b>	%
<b>Bachelor (4-year) Degree</b>	%
<b>Graduate Study</b>	%

This shows the

While the minimal educational requirements shown above are as the employers expressed them, the educational requirements are not always essential for the performance of job duties.

## OTHER INFORMATION

- ☐ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Four (4) basic computer skill areas are mentioned on the research questionnaire: word processing, spreadsheet, database, and desktop publishing. There is additional space to add other computer skills that the employer feels important. If other information is provided in this section, it is because a significant number of employers expressed that they think it is important.
- ☐ **EMERGING TECHNOLOGY AND SKILLS:** This looks into the future, providing information on anything new, changing, or emerging in the occupation. Sometimes skills becoming obsolete are mentioned here.
- ☐ **PROMOTIONAL OPPORTUNITIES:** Three (3) basic questions are addressed in this section: (1) What is the possibility of being promoted in this occupation, (2) What positions are available for an employee to be promoted to, and (3) What skills are needed for promotion?
- ☐ **OTHER RELEVANT INFORMATION:** Gender and union representation is always mentioned in this section. Alternative job titles and other relevant information also might appear in this area.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
<b>New, no experience</b> Wage paid to persons trained but without paid experience in the occupation	The wage data enable comparison of salary ranges across occupations. The data are not intended to represent official prevailing wages. Ranges and median wages are those reported by surveyed employers and found in contracts with labor unions or collective bargaining agreements.	
<b>New, experienced</b> Wage paid to journey-level or experienced persons just starting at the firm.		
<b>3 years with firm</b> Wages generally paid to persons with more than three (3) years journey-level experience at the firm.		

Wages included in this report are those paid by the employers participating in the survey for employees at three (3) levels of experience. The report does not include extreme wages.

### BENEFITS Shows % of Employers Whom Offer Benefits.

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
<b>Medical</b>	Benefit information indicates the extent to which employers provide insurance and other benefits to full-time and part-time employees.					
<b>Dental</b>						
<b>Vision</b>						
<b>Life</b>						
<b>Sick Leave</b>	This is a percentage from those firms reporting benefits, not a percentage of employees of all firms surveyed in this occupation.					
<b>Vacation</b>						
<b>Retirement</b>						
<b>Child Care</b>						

### HOURS WORKED

<b>Full-time</b>	This shows the range of hours worked in each employment category.	This shows how many people are working in each job category.
<b>Part-time</b>		
<b>Temporary</b>		
<b>Seasonal</b>		

### WHERE THE JOBS ARE

This shows the major employing industries for this occupation.

## EMPLOYMENT TRENDS

Employment trends include data and information in the areas listed below. The projections are for the seven-year period 1999 to 2006. Estimated employment levels for each occupation are listed, along with size and growth estimates.

### EDD PROJECTIONS

**2002 Size:** This is the general size of the occupation in relation to other occupations in the county. **7-year growth from 1999 to 2006:** This shows employee growth. **7-year growth rate:** This shows percentage of growth and how it compares with occupational growth of the whole county.

### EMPLOYER RESPONSES

This part of the employment trends comes directly from the employer's responses to the survey.

**TURNOVER:** A comparison of the total number of employees in the occupation to vacancies filled resulting from promotions and employees leaving the firm, (subtracting out new hires), in the past 12 months.

**GROWTH:** The percent of annual growth based on employer's survey. Their statements of growth potential over the next two years are also reported here.

## EMPLOYER SUPPLY & DEMAND

### How difficult is it to find qualified applicants?

<b>Experienced/Qualified:</b>	The terms presented in this section refer to the relative difficulty employers experience in locating qualified applicants for entry-level and experienced positions in the occupation. Supply and demand terms are listed separately for experienced/inexperienced workers.
<b>Inexperienced/Qualified:</b>	

## RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
<b>In-house Promotion or Transfer</b>	This identifies the most commonly used recruitment methods used by employers for this occupation. This should assist job seekers in finding the most likely places to find employment openings in this occupation.
<b>Employee Referrals</b>	
<b>Newspaper Advertisements</b>	
<b>Private Employment Agencies</b>	
<b>EDD</b>	
<b>School Program Referrals</b>	
<b>Union Hall Referrals</b>	
<b>Walk-in Applicants</b>	
<b>Trade Journals</b>	
<b>Internet</b>	
<b>Colleges/Universities</b>	

## WHO IS INVOLVED IN THE CCOIS?

### EMPLOYMENT DEVELOPMENT DEPARTMENT / LABOR MARKET INFORMATION DIVISION

The Employment Development Department's (EDD) Labor Market Information Division (LMID) is the division responsible for the collection, analysis and dissemination of labor market information in California. LMID is also the contract administrator for the CCOIS program.

### THE CALIFORNIA CAREER RESOURCE NETWORK

The California Career Resource Network (CalCRN), formerly known as the California Occupational Information Coordinating Committee (COICC), is an inter-agency committee created by state legislature to promote the development and use of a state/local occupational information system. CalCRN provided leadership in developing the Training Component for the California Cooperative Occupational Information System (CCOIS) and the Occupational Outlook Report. Committee members include:

Employment Development Department	California Trade and Commerce Agency	Department of Social Services
Chancellor's Office, Community Colleges	Department of Rehabilitation	Employment Training Panel
Bureau for Private Postsecondary & Voc. Ed.	California Workforce Investment Board	California Department of Education

### FRESNO COUNTY WORKFORCE INVESTMENT BOARD

The Fresno County Workforce Investment Board (FCWIB) specializes in providing employment and job training opportunities designed to develop a quality workforce necessary to support expanding jobs, reduce unemployment, and encourage self-sufficiency. The FCWIB receives its funding from the Department of Labor through the State of California Employment Development Department. The FCWIB partners with the CCOIS to conduct this study and prepare this report.

### LOCAL OCCUPATIONAL INFORMATION COORDINATION COMMITTEE

The Local Occupational Information Coordinating Committee (LOICC) represents many of the potential users of this report. The purpose of the group is to assist the FCWIB in the selection of occupations for study, and to provide leadership for the proper development and use of the occupational system in Fresno County. The following is a list of agencies and organizations that are represented on the LOICC:

Adult Education	Employment Training Panel	Private Schools
Apprenticeship Programs	Private Business	Department of Rehabilitation
Community Colleges	FCWIB	Regional Occupation Centers/Programs
Local EDD Field Office	JTPA/CalWORKs	Economic Development Agencies

# WHY IS THIS RESEARCH CONDUCTED?

## Seven Uses For CCOIS Reports

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some uses are listed below.

- **CAREER DECISIONS**  
Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read, and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.
- **SELECTION OF SKILLS TRAINING PROGRAMS AND SCHOOLS**  
Job seekers, career counselors, and employers can find information on training currently available in Fresno County for the occupations surveyed between 2000 and 2002. This report provides an easy to use, single source cross-reference between occupations and training.
- **PROGRAM PLANNING**  
This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs or to plan new programs.
- **CURRICULUM DESIGN**  
Training providers can assess and update their curriculum based on current employer needs and projected trends.
- **ECONOMIC DEVELOPMENT**  
Local government agencies and economic development organizations will find information on the labor pool, such as occupational size and expected growth rates and wages, useful in determining the potential for business growth and development in the local labor market area.
- **PROGRAM MARKETING**  
Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.
- **HUMAN RESOURCE DEVELOPMENT**  
Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

This report may be used as a reference to base and support decisions for these and many other purposes. To maximize the value of this information, please contact the Fresno County Workforce Investment Board at (559) 266-3742.

# METHODOLOGY

## DEFINITIONS OF STANDARD TERMS

### Occupation

Occupations are listed alphabetically by their Occupational Employment Statistics (OES) titles, based on the OES dictionary published by the Bureau of Labor Statistics, May 1992. The occupations were selected for survey based on the needs of local users of the occupational information.

### Wages and Benefits

Wages shown here reflect the minimum wage that was in effect at the time the occupations were surveyed. The California minimum wage in 2000 was \$5.75 per hour and was raised to \$6.25 per hour on January 1, 2001. **The minimum wage in effect as of January 1, 2002, is \$6.75 per hour.** Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Due to rounding, percentage totals may not always add up to 100%.

### Key Terms

**When referring to education, training, experience, and other requirements, we used:**

All	100%
Almost All	80% up to, but not including, 100%
Most	60% up to, but not including, 80%
Many	40% up to, but not including, 60%
Some	20% up to, but not including, 40%
Few	less than 20 %

**When describing the size of an occupation we used:**

<u>Term</u>	<u>Number of Employees</u>
Small	less than 384
Medium	384-768
Large	769-1,664
Very Large	More than 1,664

**When describing the potential growth of an occupation or trends, we used:**

Much faster than average	1.50 times average or more
Faster than average	1.10 up to, but not including, 1.50 times average
Average	.90 up to, but not including, 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero



# PROGRAM METHODOLOGY

## OVERVIEW

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. Local labor market research in California is conducted primarily for the local Service Delivery Area (SDA) as established by the Workforce Investment Act (WIA). The system is comprised of two components: Employment and Training. The Employment component utilizes the resources of the various agencies represented on the steering committee that directs the activities of the CCOIS to collect information on employment demand. Employment demand is determined by EDD projections of occupational size and growth, and by the number of inquiries concerning specific jobs over the course of the year. The Training component, which is continuously being updated, is compiled from consultations with educational providers.

## Basic Structure of the CCOIS & the Occupational Outlook Report

COMPONENTS:	I. EMPLOYMENT		II. TRAINING	
SOURCE OF DATA:	Local Employers & EDD/LMID		BPPVE and CCOIS research with training providers	
TYPES OF DATA:	DATA GROUP #1		DATA GROUP #3	
	EDD projections of occupational size & growth	Local employer surveys of specific job titles	California Training and Education Providers (CTEP) database, CIP program titles, WIA approval courses, and FCWIB Eligible Training Provider List (ETPL) – <b>for occupations surveyed between 2000 and 2002</b>	

**FINAL PRODUCT:** *Fresno County Occupational Outlook Report 2002*

INDIVIDUAL SECTION HEADINGS	
Occupational Summaries	Training Directory
Data groups #1 and #2	Data group #3

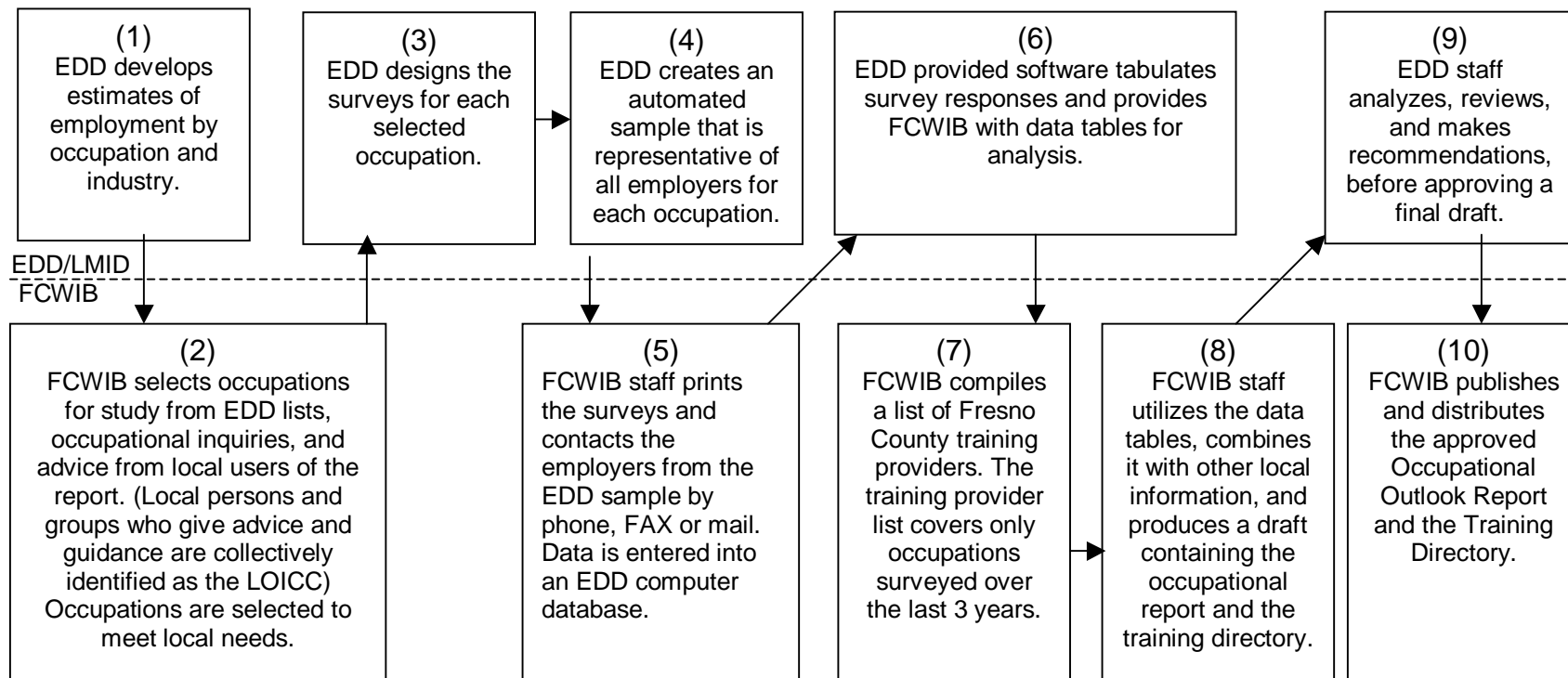
## HOW WAS THIS REPORT DEVELOPED?

Each completed Occupational Outlook Report is the result of a cooperative effort between the FCWIB and EDD/LMID. Each party was responsible for the completion of certain assigned tasks.

FCWIB tasks included selecting occupations for study, preparing and printing questionnaires, conducting the survey, analyzing the data produced from tables generated with LMID/CCOIS software, compiling information on training available for the occupations surveyed, and producing and distributing the final report.

EDD/LMID provided technical support that included developing employment by industry and occupation estimates, designing and maintaining computer software for printing the questionnaires, producing tabulations of survey results, providing a directory of training programs in the state, and assisting FCWIB staff. Additionally, EDD/LMID has established standards for interpretation of data that ensure that Occupational Outlook Reports from different areas are comparable.

The CCOIS research process looks like this:



# **INDEX OF OCCUPATIONS SURVEYED**

# OCCUPATIONS STUDIED IN FRESNO, 2000 –2002

The following is an alphabetical list of occupations that were studied in 2000-2002. If there is an interest in one particular occupation surveyed from 1997 to 2001, it can be mailed or faxed to you at no cost. A limited number of complete reports for the years 1999-2001 are available and can be purchased for \$20.00 each.

<b>Occupation</b>	<b>OES #</b>	<b>Survey Year</b>	<b>Pages</b>
Accountants & Auditors	211140	2000	120-121
Administrative Assistants	169167997	2000	122-123
Administrative Services Managers	130140	2002	16-17
Assemblers and Fabricators (Except Machine and Electrical)	939560	2001	68-69
Automotive Mechanics	853020	2002	18-19
Bill and Account Collectors	535080	2000	124-125
Bookkeeping, Accounting, and Auditing clerks	553380	2002	20-21
Bus Drivers	971080	2001	70-71
Bus Drivers – School	971110	2000	126-127
Carpenters	871020	2001	72-73
Cashiers	490230	2000	128-129
Computer Support Specialists	251040	2002	22-23
Cooks – Restaurant	650260	2001	74-75
Cooks – Specialty Fast Food	650320	2002	24-25
Correction Officers and Jailers	630170	2002	26-27
Counter & Rental Clerks	490170	2000	130-131
Data Entry Keyers (Except Composing)	560170	2002	28-29
Dental Assistants	660020	2001	76-77
Dental Hygienists	329080	2002	30-31
Education Administrators	150050	2002	32-33
Education Teachers, Postsecondary	312520	2002	34-35
Electrical and Electronic Assemblers	939050	2002	36-37
Electricians	872020	2000	132-133
File Clerks	553210	2000	134-135
First Line Supervisors & Managers/Supervisors-Production	810080	2000	136-137

<b>Occupation</b>	<b>OES #</b>	<b>Survey Year</b>	<b>Pages</b>
Food Preparation Workers	650380	2002	38-39
Food Service Managers	150261	2001	78-79
General Office Clerks	553470	2000	138-139
Graders and Sorters—Agricultural Products	790110	2002	40-41
Guards and Watch Guards	630470	2001	80-81
Hairdressers, Hairstylists, and Cosmetologists	680050	2001	82-83
Hand Packers and Packagers	989020	2001	84-85
Heating, A/C, & Refrigeration Mechanics & Installers	859020	2000	140-141
Home Health Aides	660110	2001	86-87
Human Service Workers	273080	2000	142-143
Instructional Aides	315211	2000	144-145
Instructors – Nonvocational Education	313170	2001	88-89
Internet Web Site Designers/Developers (Webmasters)	031064999	2001	90-91
Interpreters and Translators, Foreign Language	137267999	2002	42-43
Janitors and Cleaners (Except Maids & Housekeeping Cleaners)	670050	2002	44-45
Laborers, Landscaping and Groundskeeping	790410	2000	146-147
Legal Secretaries	551020	2000	148-149
Licensed Vocational Nurses	325050	2001	92-93
Machinery Maintenance Mechanics	851190	2000	150-151
Maids and Housekeeping Cleaners	670020	2002	46-47
Maintenance Repairers – General Utility	851320	2000	152-153
Medical Assistants	660050	2002	48-49
Medical Records Technicians	329110	2001	94-95
Medical Secretaries	551050	2001	96-97
Medicine and Health Services Managers	150080	2002	50-51
Nurse Aides	660080	2000	154-155
Packaging and Filling Machine Operators and Tenders	929749	2000	156-157
Pharmacy Technicians	325180	2001	98-99
Postal Mail Carriers	573050	2002	52-53
Radiologic Technologists	329190	2001	100-101
Receptionists and Information Clerks	553050	2001	102-103
Registered Nurses	325020	2001	104-105
Respiratory Care Practitioners	323020	2002	54-55
Sales Agents – Selected Business Services	430170	2002	56-57
Sales Representatives (Except Scientific and Related Products)	490080	2002	58-59
Salespersons – Retail (Except Vehicle Sales)	490112	2001	106-107
Secretaries – (Except Legal & Medical)	551080	2000	158-159
Stock Clerks – Stockroom, Warehouse, Storage Yard	580230	2002	60-61
Systems Analysts – Electronic Data Processing	251020	2000	160-161
Teachers and Instructors – Vocational Education & Training	313140	2001	108-109

<b>Occupation</b>	<b>OES #</b>	<b>Survey Year</b>	<b>Pages</b>
Teachers – Elementary School	313050	2000	162-163
Teachers – Secondary School	313080	2001	110-111
Teachers – Special Education	313110	2001	112-113
Telemarketers & Telephone Solicitors	299357014	2000	164-165
Telephone and Cable T.V. Line Installers and Repairers	857020	2001	114-115
Traffic, Shipping, and Receiving Clerks	580280	2002	62-63
Truck Drivers – Heavy or Tractor Trailer	971020	2000	166-167
Truck Drivers – Light, Delivery, & Route Drivers	971050	2000	168-169
Vocational and Educational Counselors	315140	2002	64-65
Welders and Cutters	939140	2001	116-117

**FOR INFORMATION ON TRAINING FOR THESE OCCUPATIONS:** Please see the Training Directory, Section 5, page 171, located at the end of the occupational studies.

**FOR INFORMATION ON EMPLOYMENT:** Please see the Fresno County Workforce Connection, Section 6, page 197, located at the end of the Training Directory.

There are eight (8) Workforce Connection locations in Fresno County. To find the location nearest you, please refer to the map of Fresno County printed on the cover of this 2002 Occupational Outlook Report.

# **SECTION 2**





## ABBREVIATIONS USED IN THE 2002 REPORT

<b>A/C</b>	Air Conditioning	<b>FCWIB</b>	Fresno County Workforce Investment Board
<b>APP.</b>	Apprenticeship	<b>FUSD</b>	Fresno Unified School District
<b>ASE</b>	Automotive Service Excellence	<b>GED</b>	General Equivalency Diploma
<b>BPPVE</b>	Bureau of Private Postsecondary Vocational Education	<b>HSS</b>	Human Services System
<b>CaICRN</b>	The California Career Resource Network	<b>JATC</b>	Joint Apprentice and Training Committee
<b>CCOIS</b>	California Cooperative Occupational Information System	<b>JTPA</b>	Job Training Partnership Act
<b>CIP</b>	Classification of Instructional Programs	<b>LOICC</b>	Local Occupational Information Coordinating Committee
<b>COICC</b>	California Occupational Information Coordinating Committee	<b>LVN</b>	Licensed Vocational Nurse
<b>CNA</b>	Certified Nursing Aide	<b>LMI (D)</b>	Labor Market Information (Division)
<b>CP&amp;BLH</b>	California Professional & Business License Handbook	<b>M/S</b>	Microsoft
<b>CPMR</b>	Certified Professional Manufacturers' Representatives	<b>MCed</b>	Microcomputer Education Center
<b>CSU</b>	California State University	<b>MTMA</b>	Management Training/Marketing Association
<b>CTEP</b>	California Training & Education Providers	<b>N/A</b>	Not Applicable/Not Available
<b>DOT</b>	Dictionary of Occupational Titles	<b>NV</b>	Nevada
<b>E&amp;TA</b>	Employment and Temporary Assistance	<b>O*NET</b>	Occupational Network
<b>Ed</b>	Education	<b>OES</b>	Occupational Employment Statistics
<b>EDC</b>	Economic Development Corporation	<b>OOH</b>	Occupational Outlook Handbook
<b>EDD</b>	Employment Development Department	<b>OOR</b>	Occupational Outlook Report
<b>ETPL</b>	Eligible Training Providers List	<b>RN</b>	Registered Nurse
<b>FAWIC</b>	Fresno Area Workforce Investment Corporation	<b>SCCCD</b>	State Center Community College District
<b>FCC</b>	Fresno City College	<b>SDA</b>	Service Delivery Area
		<b>TANF</b>	Temporary Assistance to Needy Families
		<b>URL</b>	Uniform Resource Locator
		<b>VOC.</b>	Vocational
		<b>WIA</b>	Workforce Investment Act

## ADMINISTRATIVE SERVICES MANAGERS

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators.

**OES#130140**

**18 Employers Representing 40 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	88	6	6	a
If required or preferred: Is experience in other occupations accepted?	94		6	b
If required or preferred: Will training substitute for experience?	82		18	c
Is technical/vocational training required?	0	6	94	

a - Average experience required for employment is 15 months.

b - Employers named an average of 15 months experience in related general office employment.

c - Employers allowed an average of 14 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** In small organizations, experience may be the only requirement needed to enter a position as office manager. In large organizations, employment may require formal education. Education should include office technology, accounting, business mathematics, computer applications, human resources, and business law. Administrative services or facility managers should have good communication skills and effective working relations with many different people. They should be analytical, detail-oriented, flexible, and decisive. They must also be able to coordinate several activities at once, quickly analyze and resolve specific problems, and cope with deadlines. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	88%
Associate (2-year) Degree	6%
Bachelor (4-year) Degree	6%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desire database skills. Most employers desire word processing and spreadsheet skills. A few employers mentioned desktop publishing. Software programs most mentioned by employers were WORD and EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher-level positions; some do promote. POSITIONS PROMOTED TO: A few promote to management positions.

SKILLS NEEDED FOR PROMOTION: Noted promotional needs include knowledge of the occupation and communication skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 50% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining. Alternate job titles include Office or Operation Support (Tech), Office Tech, or Administrative Assistant.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$13.00	\$9.88
New, experienced	\$6.75-\$14.00	\$8.00
3 years with firm	\$7.50-\$17.84	\$9.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	39%	0%	56%	0%	0%	0%
Dental	22%	0%	67%	0%	6%	0%
Vision	28%	0%	61%	0%	0%	0%
Life	94%	0%	0%	0%	0%	0%
Sick Leave	94%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	17%	0%	72%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40-50 hr/wk	Almost all
Part-time	25 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

### WHERE THE JOBS ARE

Elementary and Secondary Schools  
Commercial Banks  
Offices and Clinics of Medical Doctors  
Local Government  
Management and Public Relations

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: large

7-year growth from 1999 to 2006: +82 employees

7-year growth rate: 10%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for over seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 5%.

All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding applicants at times, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	83%
Newspaper Advertisements	94%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	94%
Trade Journals	0%
Internet	6%
Colleges/Universities	6%

## AUTOMOTIVE MECHANICS

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include auto body repairer, bus and truck mechanics, diesel engine specialists, or electrical systems specialists.

**OES# 853020**

**15 Employers Representing 255 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: Is experience in other occupations accepted?	15		85	
If required or preferred: Will training substitute for experience?	20		80	c
Is technical/vocational training required?	93	0	7	d

a - Average experience required for employment is 49 months.

c - Employers allowed an average of 24 months training to be substituted for work experience.

d - Employers noted an average of 41 months certified training.

□ **SKILLS AND REQUIREMENTS:** Almost all companies surveyed required completion of high school and additional vocational training for entry-level employment. Mechanics usually provide their own tools, and they may have thousands of dollars invested in them. Almost all firms surveyed required their mechanics to be certified. Automotive Service Excellence (ASE) certification was named; ASE certification is available in one (1) or more of eight (8) different service areas. To be certified, mechanics must have at least two (2) years of experience and pass a written exam. Employers look for people with strong communication and analytical skills. Modern mechanics need good reading, mathematics, and computer skills to study technical manuals and to keep up with new technology. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers require knowledge of diagnostic or custom diagnostic program skills. Many employers mentioned database skills. Some mentioned basic spreadsheet skills.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote.  
POSITIONS PROMOTED TO: A few promote to service managers, lead-men, or forepersons.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include knowledge of the occupation and communication skills.
- **OTHER RELEVANT INFORMATION:** Female employees make up 1% of this workforce. 27% of the employers surveyed are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience Union	N/A N/A	N/A N/A
New, experienced Union	\$9.00-\$22.00 \$19.00-\$24.00	\$14.00 \$20.35
3 years with firm Union	\$11.00-\$26.00 \$22.00-\$29.00	\$19.00 \$23.50

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	73%	0%	27%	0%	0%	0%
Dental	67%	0%	27%	0%	0%	0%
Vision	67%	0%	27%	0%	0%	0%
Life	100%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	13%	0%	80%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

### WHERE THE JOBS ARE

New and Used Car Dealers  
Automotive Repair Shops  
Auto and Home Supply Stores  
Motor Vehicles, Parts, and Supplies

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Very Large

7-year growth from 1999 to 2006: +247 employees

7-year growth rate: 14.5%, average

### EMPLOYER RESPONSES

TURNOVER: 16.9% annually. Employer hiring to fill openings from turnover accounted for less than seven-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2002 growth rate was 8%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believed it would grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may, at times, have some difficulty finding applicants, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	100%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	20%
Colleges/Universities	0%

## BOOKKEEPING, ACCOUNTING, & AUDITING CLERKS, INCLUDING BOOKKEEPERS

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

OES# 553380

17 Employers Representing 85 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: is experience in other occupations accepted?	71		29	b
If required or preferred: Will training substitute for experience?	76		24	c
Is technical/vocational training required?	6	0	94	

a - Average experience required for employment is 23 months.

b - Other occupational experience named by employers is an average of 18 months in financial or related fields.

c - Employers allowed an average of 18 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** All employers surveyed require that an employee have prior experience in a related field. Employers surveyed also require that an employee have at least a high school diploma. Most employers prefer workers with good communication skills who are computer literate. Despite the growing use of automation, interaction with the public and coworkers remains a basic part of the job. Bookkeepers may find it beneficial to become certified. Bookkeepers are employed in almost every industry. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2-year) Degree	6%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want spreadsheet skills. Most want word processing or database skills. Some want desktop publishing skills. The most mentioned programs were EXCEL, WORD, Quick Books, and custom programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote.  
POSITIONS PROMOTED TO: Many promote to financial or accounting management positions. A few promote clerical workers to higher administrative levels, senior levels, or to team leadership positions.

SKILLS NEEDED FOR PROMOTION: Promotional needs named include the ability to communicate and knowledge of the occupation.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 85% of this workforce. 12% of the employers are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$7.50-\$15.64	\$10.50
3 years with firm	\$9.00-\$17.26	\$12.00

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	41%	0%	53%	6%	0%	0%
Dental	41%	0%	47%	6%	6%	0%
Vision	41%	0%	35%	6%	6%	0%
Life	88%	0%	0%	0%	6%	6%
Sick Leave	88%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	41%	0%	47%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	21 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

### WHERE THE JOBS ARE

Bookkeeping, Accounting and Auditing Clerks, are employed in almost every industry, including private business, federal, and local government.

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2002 Size:** Very large

**7-year growth from 1999 to 2006:** +78 employees

**7-year growth rate:** 2.2%, slower than average

### EMPLOYER RESPONSES

**TURNOVER:** 18.5% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the 2002 growth rate was 5%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

<b>Experienced/Qualified:</b>	Moderately difficult
<b>Inexperienced/Qualified:</b>	N/A

Employer demand is somewhat greater than the supply of applicants. Employers may, at times, have some difficulty finding applicants. Applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	88%
Newspaper Advertisements	100%
Private Employment Agencies	6%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## COMPUTER SUPPORT SPECIALISTS

Computer Support Specialists provide technical assistance and training to computer system users; investigate and resolve computer software and hardware problems of users; and answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

OES# 251040

18 Employers Representing 74 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: Is experience in other occupations accepted?	81		19	b
If required or preferred: Will training substitute for experience?	94		6	c
Is technical/vocational training required?	17	6	78	

a - Average experience required for employment is 23 months.

b - Other occupational experience named by employers includes an average of 22 months in a related computer field.

c - Employers allowed an average of 22 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** All employers surveyed in Fresno County required at least a high school diploma. However, practical experience is essential for applicants without an advanced computer-related degree. Employers surveyed did not believe that this occupation would grow in the next two (2) years. Computer Support Specialists must have strong problem solving, analytical, and communication skills. Employees must communicate effectively on paper, via e-mail, or in person. Strong writing skills are useful when preparing manuals for employees and customers. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	83%
Associate (2-year) Degree	11%
Bachelor (4-year) Degree	0%
Graduate Study	6%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing and database skills. Almost all want spreadsheet, many want networking skills, and a few mentioned desktop publishing. The most mentioned software was WINDOWS NT.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote.

POSITIONS PROMOTED TO: Some promote to management positions.

SKILLS NEEDED FOR PROMOTION: Noted promotional needs were communication and occupational knowledge.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 7% of this workforce. 11% of the employers are union or subject to collective bargaining. Alternate job titles include Computer Technician and Tech Support.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$8.00-\$20.64	\$13.50
3 years with firm	\$12.00-22.73	\$16.87

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	6%	28%	0%	0%	0%
Dental	50%	6%	33%	0%	6%	0%
Vision	56%	6%	28%	0%	0%	0%
Life	89%	6%	0%	0%	0%	0%
Sick Leave	94%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	28%	6%	67%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few firms work a graveyard shift

### WHERE THE JOBS ARE

Elementary and Secondary Schools  
Radio, Television, and Computer Stores  
Computer and Data Processing Services  
Colleges and Universities  
Vocational Schools  
Life Insurance

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +245 employees

7-year growth rate: 44.6%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 19.1% annually. Employer hiring to fill openings from turnover accounted for more than two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was less than 9%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	N/A

Employer demand is somewhat greater than the supply of applicants. Employers may, at times, have some difficulty finding applicants. Applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	83%
Newspaper Advertisements	94%
Private Employment Agencies	17%
EDD	6%
School Program Referrals	22%
Union Hall Referrals	0%
Walk-in Applicants	44%
Trade Journals	6%
Internet	17%
Colleges/Universities	0%

## COOKS – SPECIALTY FAST FOODS

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants.

OES# 650320

15 Employers Representing 170 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	27	40	33	a
If required or preferred: Is experience in other occupations accepted?	80		20	b
If required or preferred: Will training substitute for experience?	100		0	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 14 months.

b - Other occupational experience named by employers includes an average of 12 months in a related food service.

c - Employers allowed an average of 13 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Fast-food cooks prepare only a few items on a limited menu. This position requires little education or training, and most skills are learned on the job. People who have had courses in commercial food preparation may be able to start in a cook or chef position without working as a fast-food cook. Important characteristics for cooks include the ability to work as a part of a team, a keen sense of taste and smell, and personal cleanliness. Most states require health certificates stating that workers are free from communicable diseases. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	80%
High School or Equivalent	20%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers surveyed desired workers who have word processing skills.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.
- **PROMOTIONAL OPPORTUNITIES:** All employers promote to higher-level positions.  
POSITIONS PROMOTED TO: Almost all promote to management positions: manager, shift manager, shift leader, kitchen manager, or lead cook.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication and knowledge of the job.
- **OTHER RELEVANT INFORMATION:** Female employees make up 38% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$6.75	\$6.75
New, experienced	\$6.75-\$7.75	\$7.00
3 years with firm	\$7.25-\$9.00	\$8.00

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	0%	27%	13%	7%	0%
Dental	13%	0%	7%	7%	7%	0%
Vision	13%	0%	0%	7%	7%	0%
Life	60%	13%	0%	0%	0%	0%
Sick Leave	60%	13%	0%	0%	0%	0%
Vacation	67%	13%	7%	0%	0%	0%
Retirement	0%	0%	33%	7%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	15-30 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers work a swing shift. A few work graveyard.

### WHERE THE JOBS ARE

Eating and Drinking Places

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +284 employees

7-year growth rate: 20.1%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 30.1% annually. Employer hiring to fill openings from turnover accounted for seven-eighths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 4%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding applicants at times, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	93%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## CORRECTION OFFICERS AND JAILERS

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated as a deputy guard. This occupation includes deputy sheriffs, who spend the majority of their time guarding prisoners in country correctional institutions.

**OES# 630170**

**3 Employers Representing 1,205 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: Is experience in other occupations accepted?	0		100	
If required or preferred: Will training substitute for experience?	0		100	
Is technical/vocational training required?	100	0	0	d

a - Average experience required for employment is 17 months.

d - Types of training named include legal training and police academy training.

□ **SKILLS AND REQUIREMENTS:** Most institutions require correctional officers to be at least 18 years of age and a U.S. citizen; have a high school education or its equivalent; demonstrate job stability, usually by accumulating two (2) years of work experience, and have no felony convictions. Applicants are typically screened for drug abuse, subject to background checks, and required to pass a written examination. Applicants must be in good health, meeting formal standards of physical fitness, eyesight, and hearing. Federal correctional officers must undergo 200 hours of formal training within the first year of employment. They also must complete 120 hours of specialized training within the first 60 days after appointment. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	6%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing skills.
- **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that correctional officers should pursue additional academy training and weapons defense training.
- **PROMOTIONAL OPPORTUNITIES:** All employers promote to higher-level positions.
- **OTHER RELEVANT INFORMATION:** Female employees make up 36% of this workforce. 100% of the employers are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience Union	N/A N/A	N/A N/A
New, experienced Union	N/A \$13.04-\$15.39	N/A \$13.71
3 years with firm Union	N/A \$19.40-\$26.32	N/A \$20.14

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	100%	33%	0%	0%	0%	0%
Dental	100%	33%	0%	0%	0%	0%
Vision	100%	33%	0%	0%	0%	0%
Life	100%	33%	0%	0%	0%	0%
Sick Leave	100%	33%	0%	0%	0%	0%
Vacation	100%	33%	0%	0%	0%	0%
Retirement	100%	33%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	35 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

Correctional Officers work all shifts: day, swing, and graveyard.

### WHERE THE JOBS ARE

County Commitment Facilities  
Correctional Institutions  
State Government

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: 378

7-year growth rate: 35.1%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** Less than 1% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 1%. Most employers indicated that this occupation would grow over the next two (2) years; some believe it will remain stable.

### EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Very difficult
Inexperienced/Qualified:	N/A

Employer demand is considerably greater than supply of experienced applicants. Employers often cannot find applicants when an opening exists. Applicants encounter little or no competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	67%
Colleges/Universities	67%

Other: Academy programs

## DATA ENTRY KEYERS (EXCEPT COMPOSING)

Data Entry Keyers (except Composing) operate keypunch or key entry devices to prepare data processing input materials on cards, disk, or tape. Their duties include machine entry recording, coding, or verifying alphabetic or numeric data.

**OES# 560170**

**18 Employers Representing 77 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	44	33	22	a
If required or preferred: Is experience in other occupations accepted?	100		0	b
If required or preferred: Will training substitute for experience?	93		7	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 12 months.

b - Other occupational experience named by employers includes an average of 12 months in accounting, insurance, or related office/clerical fields.

c - Employers allowed an average of 12 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Almost all employers require high school graduates. Employees should also meet keyboarding speed requirements and spelling, punctuation, and grammar skills. Entry-level skills in keyboarding and the use of word processing, spreadsheet, and database management might be learned through high schools, community colleges, business schools, temporary help agencies, or self-teaching aids such as books, tapes, or internet tutorials. This work frequently serves as a steppingstone to higher paying jobs with increased responsibilities. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	6%
High School or Equivalent	94%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desire spreadsheet and database skills. Most desire word processing skills, and a few mentioned custom accounting skills.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions; some don't promote.  
POSITIONS PROMOTED TO: Employers mentioned promotions to office clerk, office assistant positions, accounting department positions, and supervisory positions.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication skills, knowledge of the job, office skills, and computer skills.
- **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. 6% of the employers surveyed in this occupation were subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$9.00	\$8.00
New, experienced	\$6.75-\$8.50	\$8.02
3 years with firm	\$7.50-\$12.00	\$9.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	17%	0%	67%	0%	0%	0%
Dental	17%	0%	39%	0%	0%	0%
Vision	17%	0%	39%	0%	0%	0%
Life	78%	0%	0%	0%	0%	0%
Sick Leave	83%	0%	0%	0%	0%	0%
Vacation	83%	0%	0%	0%	0%	0%
Retirement	0%	0%	83%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

### EMPLOYING INDUSTRIES

Accounting, Auditing, and Bookkeeping  
 Personnel Supply Services  
 Hospitals and Offices and Clinics of Medical Doctors  
 Federal Government

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +2 employees

7-year growth rate: .4%, slower than average

### EMPLOYER RESPONSES

**TURNOVER:** 11.1% annually. Employer hiring to fill openings from turnover accounted for over one-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 7%. Most employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow, and an equal number believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Not difficult

Employer demand is somewhat greater than supply of experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Applicants may encounter some competition in their job search. Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for qualified applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	88%
Newspaper Advertisements	100%
Private Employment Agencies	6%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	6%
Colleges/Universities	6%

## DENTAL HYGIENISTS

Dental Hygienists perform dental prophylactic treatments, and instruct groups and individuals in the care of the teeth and mouth.

**OES# 329080**

**15 Employers Representing 53 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	93	7	0	a
If required or preferred: Is experience in other occupations accepted?	47		53	b
If required or preferred: Will training substitute for experience?	20		80	
Is technical/vocational training required?	100	0	0	d

a - Average experience required for employment is 21 months.

b - Other occupational experience named by employers includes an average of 19 months working in a dental office or as a dental assistant.

d - Types of training named by employers include an average of 22 months to earn a state license.

□ **SKILLS AND REQUIREMENTS:** Dental hygienists must be licensed by the state in which they practice: application, \$20; examination, \$155. To qualify for license, a candidate must graduate from an accredited dental hygiene program and pass both a written and clinical examination. An associate degree is required. High school students interested in becoming a dental hygienist should take courses in biology, chemistry, and mathematics. Dental hygienists should work well with others and must have good manual dexterity. (Source: OOH and CP&BLH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2-year) Degree	100%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers desire spreadsheet skills. A few employers mentioned scheduling software programs.
- **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that continuing education is important to update skills. Staying up-to-date with new dental procedures and terminology is important to success in this occupation.
- **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions; a few do promote.  
**SKILLS NEEDED FOR PROMOTION:** Promotional needs named include continuing education and leadership skills.
- **OTHER RELEVANT INFORMATION:** Female employees make up 96% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$21.63-\$43.15	\$31.64
3 years with firm	\$22.47-\$42.50	\$33.56

### BENEFITS 93% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	13%	0%	0%	20%	0%
Dental	47%	7%	0%	7%	13%	0%
Vision	7%	7%	0%	0%	13%	0%
Life	13%	0%	0%	0%	7%	0%
Sick Leave	40%	7%	0%	0%	7%	0%
Vacation	47%	20%	0%	0%	7%	0%
Retirement	40%	13%	7%	7%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	30-40hr/wk	Most
Part-time	8-32 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

### WHERE THE JOBS ARE

Offices and Clinics of Dentists

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +131 employees

7-year growth rate: 26.1%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 2% annually. Employer hiring to fill openings from turnover accounted for one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 6%. Most employers indicated that this occupation would remain stable over the next two (2) years; some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Not difficult
Inexperienced/Qualified:	N/A

Supply of experienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	13%
Newspaper Advertisements	67%
Private Employment Agencies	7%
EDD	0%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	13%
Colleges/Universities	27%

Other: Word of mouth. Health care referrals with local dental association.

## EDUCATION ADMINISTRATORS

Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools.

**OES# 150050**

**19 Employers Representing 130 Employees in Fresno County**

**Note:** Our survey includes private and adult training schools, elementary schools, high schools, and colleges. Major differences exist in these groups. In general—as you move from the director of a private school to an elementary school, to a high school, to the dean of a college—wages, benefits, training, education, and experience would all increase.

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	79	21	0	a
If required or preferred: Is experience in other occupations accepted?	79		21	b
If required or preferred: Will training substitute for experience?	11		89	
Is technical/vocational training required?	16	0	84	

a - Average experience required for employment is 32 months.

b - Other experience named by employers shows they prefer workers whom have previously worked at least 38 months in the educational field: administration, assistant principal, or education director.

□ **SKILLS AND REQUIREMENTS:** Education Administrators may be principals in small private schools or administrators of entire school districts. Most employers require a degree in educational administration or supervision, and school administration credentials. Supervisors look for determination, confidence, innovativeness, motivation, and leadership. The ability to make sound decisions and to organize and coordinate work efficiently is essential. Knowledge of management principles and practices, gained through work experience and formal education, is important. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	5%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	37%
Graduate Study	58%

Almost all institutions require a college degree. The lower education requirements shown above represent private schools that were surveyed in Fresno County.

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desire word processing and spreadsheet skills. Most desire database skills and some want desktop publishing.
- **EMERGING TECHNOLOGY AND SKILLS:** Employers' responses mentioned continuing training in administration and use of data.
- **PROMOTIONAL OPPORTUNITIES:** Many employers do not promote to higher-level positions; not as many do promote. POSITIONS PROMOTED TO: Many promote to superintendent positions; a few promote to director. SKILLS NEEDED FOR PROMOTION: Noted promotional needs include management, leadership, or supervisory skills with continuing education and experience.
- **OTHER RELEVANT INFORMATION:** Female employees make up 44% of this workforce. None of the employers surveyed for this occupation are union or subject to collective bargaining. Alternative job titles include Principal, and Education or Program Director.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$27.12-\$33.56	\$31.51
New, experienced	\$19.18-\$35.02	\$30.68
3 years with firm	\$21.58-\$36.99	\$34.52

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	63%	0%	37%	0%	0%	0%
Dental	68%	0%	32%	0%	0%	0%
Vision	68%	0%	32%	0%	0%	0%
Life	84%	0%	11%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	84%	0%	0%	0%	0%	0%
Retirement	47%	0%	53%	0%	0%	0%
Child Care	5%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	30 hr/wk	Few

### WHERE THE JOBS ARE

Elementary and Secondary Schools  
Colleges and Universities

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +157 employees

7-year growth rate: 16.2%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 3.9% annually. Employer hiring to fill openings from turnover accounted for five-eighths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was over 2%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	16%
Newspaper Advertisements	53%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	11%
Union Hall Referrals	0%
Walk-in Applicants	11%
Trade Journals	58%
Internet	84%
Colleges/Universities	47%

## EDUCATION TEACHERS, POSTSECONDARY

Education Teachers, Postsecondary, teach courses pertaining to education such as: counseling, curriculum, guidance, instruction, teacher education, and teaching English as a second language.

OES# 312520

16 Employers Representing 1,198 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	81	13	6	a
If required or preferred: Is experience in other occupations accepted?	67		33	b
If required or preferred: Will training substitute for experience?	53		47	c
Is technical/vocational training required?	25	0	75	d

a - Average experience required for employment is 30 months.

b - Other experience named by employers shows they prefer workers whom have previously worked at least 36 months in a related field.

c - Employers allowed an average of 21 months training to be substituted for work experience.

d - Training named by employers averaged 27 months. Knowledge of various Microsoft programs was mentioned.

□ **SKILLS AND REQUIREMENTS:** Employment requirements vary, depending upon the subject matter being taught or if it is a public or private school. Schools usually require a state license and a college degree. Teachers should communicate and relate well with students, enjoy working with them, and be able to motivate them. They must be self-motivated and be able to work in an environment where they receive little direct supervision. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	19%
Associate (2-year) Degree	19%
Bachelor (4-year) Degree	31%
Graduate Study	31%

Almost all institutions require a college degree. The lower education requirements shown above represent private vocational schools that were surveyed in Fresno County.

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers desire word processing skills, almost all want database and spreadsheet skills, and many mentioned desktop publishing.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.

POSITIONS PROMOTED TO: Most promote to management positions, such as director or administrator.

SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, continuing education, and leadership skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 43% of this workforce. 19% of the employers surveyed for this occupation were subject to collective bargaining. Alternative job titles used by employers include Instructors and Faculty.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$12.00-\$17.33	\$14.67
New, experienced	\$12.00-\$23.97	\$19.18
3 years with firm	\$15.00-\$28.77	\$21.58

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	69%	6%	25%	6%	0%	0%
Dental	50%	6%	19%	0%	6%	0%
Vision	56%	6%	6%	0%	0%	0%
Life	88%	13%	0%	0%	0%	0%
Sick Leave	94%	13%	0%	0%	0%	0%
Vacation	94%	13%	0%	0%	0%	0%
Retirement	38%	6%	50%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	6-20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers work a swing shift, and a few maintain varied schedules as needed.

### WHERE THE JOBS ARE

Colleges and Universities  
Vocational Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +123 employees

7-year growth rate: 23.8%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 7.7% annually. Employer hiring to fill openings from turnover accounted for three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 2%. Almost all employers believe this occupation will remain stable over the next two (2) years; a few believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	38%
Newspaper Advertisements	88%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	31%
Internet	50%
Colleges/Universities	38%

## ELECTRICAL AND ELECTRONIC ASSEMBLERS

Electrical and Electronic Assemblers include assemblers who perform work at a level not requiring a high degree of precision. The occupation includes such occupations as Electronic Wirers, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Sub assemblers.

OES# 939050

12 Employers Representing 78 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	58	17	25	a
If required or preferred: Is experience in other occupations accepted?	56		44	b
If required or preferred: Will training substitute for experience?	89		11	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 17 months.

b - Other experience named by employers shows they prefer workers who have previously worked at least 12 months in a general labor occupation.

c - Employers allowed an average of 12 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** The ability to do accurate work at a rapid pace and to follow detailed instructions is a key job requirement. Manual dexterity and the ability to carry out complex, repetitive tasks quickly and methodically also are important. Automation is increasingly replacing electrical and electronic assembly workers. Almost all employers require at least a high school diploma. Good eyesight, with or without glasses, is required for assemblers and fabricators who work with small parts. Plants may test applicants for color vision. (Source: OOH)

#### EDUCATION Required For Employment

Less Than High School	17%
High School or Equivalent	83%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Computer software skills are generally not required for this occupation.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote.  
POSITIONS PROMOTED TO: Some promote to supervision or lead person positions.
- **OTHER RELEVANT INFORMATION:** Female employees make up 8% of this workforce. None of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include Production Workers.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$8.00	\$7.50
New, experienced	\$6.90-\$11.00	\$8.63
3 years with firm	\$7.90-\$13.42	\$10.00

### BENEFITS 66% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	8%	0%	58%	0%	0%	0%
Dental	8%	0%	25%	0%	0%	0%
Vision	8%	0%	17%	0%	0%	0%
Life	67%	0%	0%	0%	0%	0%
Sick Leave	67%	0%	0%	0%	0%	0%
Vacation	67%	0%	0%	0%	0%	0%
Retirement	0%	0%	33%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

### WHERE THE JOBS ARE

Electrical Lighting and Wiring Equipment  
Communications Equipment

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2002 Size:** Medium

**7-year growth from 1999 to 2006:** +249 employees

**7-year growth rate:** 79.6%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 0% annually. Employers reported that no employees were hired to fill openings created by workers being promoted or leaving the firm.

**GROWTH:** Employers reported that the year 2002 growth rate was 13%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

<b>Experienced/Qualified:</b>	Moderately difficult
<b>Inexperienced/Qualified:</b>	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used By Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	100%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## FOOD PREPARATION WORKERS

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate, or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

**OES# 650380**

**24 Employers Representing 257 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	0	67	33	a
If required or preferred: Is experience in other occupations accepted?	100		0	b
If required or preferred: Will training substitute for experience?	100		0	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 12 months.

b - Other experience named by employers shows they prefer workers whom have previously worked at least 12 months in a related food or food service field.

c - Employers allowed an average of 11 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Many young people between 16 and 19 years old are employed as food preparation workers. Most skills are learned on the job. Almost one-half work part time. Food preparation workers often start as fast food or short order cooks that require little education or training. Almost three-fourths of the employers of Food Preparation workers in Fresno County require less than a high school diploma. Employees must work as part of a team, have a keen sense of taste and smell, and maintain personal cleanliness. Most states require health certificates. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	71%
High School or Equivalent	29%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote.  
POSITIONS PROMOTED TO: Most promote to cooks or to management and supervisory positions.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication skills, punctuality and dependability, knowledge of the occupation, work attitude, and people skills.
- **OTHER RELEVANT INFORMATION:** Female employees make up 35% of this workforce. 4% of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include Prep Cook.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.50	\$6.75
New, experienced	\$6.75-\$8.50	\$7.00
3 years with firm	\$6.75-\$9.57	\$7.75

### BENEFITS 71% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	4%	42%	8%	0%	0%
Dental	13%	4%	17%	8%	0%	0%
Vision	13%	4%	13%	8%	0%	0%
Life	54%	13%	0%	0%	0%	0%
Sick Leave	50%	13%	0%	0%	0%	0%
Vacation	54%	13%	0%	0%	0%	0%
Retirement	0%	4%	38%	4%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Most
Part-time	18-30 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers offered dayshift work, most have a swing shift, and a few work a graveyard shift.

### WHERE THE JOBS ARE

Eating and Drinking Places  
Elementary and Secondary Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Very large

7-year growth from 1999 to 2006: +287

7-year growth rate: 12.1%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 25.9% annually. Employer hiring to fill openings from turnover accounted for less than seven-eighths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 4%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	N/A
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	96%
Newspaper Advertisements	83%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	4%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GRADERS AND SORTERS-AGRICULTURAL PRODUCTS

Graders and Sorters of Agricultural Products grade, sort, or classify unprocessed food and other agricultural products by size, weight, color, or condition. Does not include inspectors and graders of processed agricultural products.

OES# 790110

17 Employers Representing 2818 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	6	29	65	a
If required or preferred: Is experience in other occupations accepted?	100		0	b
If required or preferred: Will training substitute for experience?	100		0	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 12 months.

b - Other occupational experience named by employers includes an average of 12 months in general labor or a related field.

c - Employers allowed an average of 13 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Training requirements vary based on responsibilities. New employees with short-term on-the-job training may fill less complicated positions. Those who perform tests on various agricultural products may require additional training and experience. Graders and sorters may work with similar products for an entire shift. They usually work at one location, either standing or sitting. Some may work evenings or weekends because of the perishable nature of the products. Overtime may be required to meet production goals. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	100%
High School or Equivalent	0%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.  
POSITIONS PROMOTED TO: Most promote to foreperson or supervisory positions.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, honesty, and knowledge of the occupation and product.
- **OTHER RELEVANT INFORMATION:** Female employees make up 71% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining. An alternate job title for this occupation is Packers.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$6.75	\$6.75
New, experienced	\$6.75-\$6.75	\$6.75
3 years with firm	\$6.75-\$7.25	\$6.75

### BENEFITS 18% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	6%	0%	12%	0%	0%	0%
Dental	6%	0%	12%	0%	0%	0%
Vision	6%	0%	12%	0%	0%	0%
Life	12%	0%	6%	0%	0%	0%
Sick Leave	12%	0%	6%	0%	0%	0%
Vacation	12%	0%	6%	0%	0%	0%
Retirement	0%	0%	18%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Some
Part-time	N/A	None
Temporary	N/A	None
Seasonal	40 hr/wk	Most

### WHERE THE JOBS ARE

Preserved Fruits and Vegetables  
Groceries and Related Products  
Farm Labor Contractors and Crew Leaders

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +68 employees

7-year growth rate: 12.5%, slower than average

### EMPLOYER RESPONSES

TURNOVER: Less than 1% annually. Employer hiring to fill openings from turnover accounted for less than one-tenth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 0%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	94%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## INTERPRETERS AND TRANSLATORS, FOREIGN LANGUAGE

Interpreters and Translators, Foreign Language, interpret or translate from one language to another to express approximate or exact translation depending on the nature of the occasion. Interpreters may specialize in a specific subject such as news, legal documents, or scientific reports.

**NON-OES/NEC #137267999**

**3 Employers Representing 36 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	67	33	0	a
If required or preferred: Is experience in other occupations accepted?	0		100	
If required or preferred: Will training substitute for experience?	33		67	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 20 months.

c - Employers allowed an average of 24 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Interpreters translate spoken words from one language into another while translators deal with written text. This study only covers interpreters. There are two levels of interpreters, certified and non-certified. The courts require that all interpreters be certified. Eight languages in Fresno County require a certification process: Arabic, Cantonese, Japanese, Korean, Tagalog, Vietnamese, Portuguese, and Spanish. Non-certified languages require an "English only" oral and written proficiency exam. Almost all interpreters are self-employed. Interpreting agencies maintain lists of independent contractor interpreters that they call upon as needed. Interpreters might be found as employed staff in medical institutions and in public service organizations that receive federal funding.

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	67%
Associate (2-year) Degree	33%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** All employers do not promote to higher-level positions.
- **OTHER RELEVANT INFORMATION:** Female employees make up 61% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$28.29-\$28.29	\$28.29
New, experienced	\$11.50-\$30.51	\$11.51
3 years with firm	\$14.96-\$30.68	\$22.82

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 67% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	33%	0%	0%	0%
Dental	33%	0%	33%	0%	0%	0%
Vision	33%	0%	33%	0%	0%	0%
Life	33%	0%	33%	0%	0%	0%
Sick Leave	33%	0%	33%	0%	0%	0%
Vacation	33%	0%	33%	0%	0%	0%
Retirement	33%	0%	33%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Most
Part-time	20-40 hr/wk	Most
Temporary	16 hr/wk	Some
Seasonal	N/A	None

Some employers offer swing, graveyard, or non-traditional work hours.

### WHERE THE JOBS ARE

Business Services  
Hospitals  
Public Order and Safety

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: N/A

7-year growth from 1999 to 2006: N/A

7-year growth rate: N/A

### EMPLOYER RESPONSES

**TURNOVER:** 13.9% annually. Employer hiring to fill openings from turnover accounted for just over one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 0%. Most employers indicated that this occupation would grow over the next two (2) years; some believe it will remain stable.

### EMPLOYER SUPPLY & DEMAND

How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Insufficient data
Inexperienced/Qualified:	Insufficient data

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	33%
Employee Referrals	67%
Newspaper Advertisements	33%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: State approved lists of certified interpreters and use of local lists of independent contractors.

## JANITORS AND CLEANERS (EXCEPT MAIDS AND HOUSEKEEPING CLEANERS)

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks. Does not include Maids and Housekeepers.

OES# 670050

15 Employers Representing 1,001 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	33	27	40	a
If required or preferred: Is experience in other occupations accepted?	78		22	b
If required or preferred: Will training substitute for experience?	100		0	c
Is technical/vocational training required?	0	7	93	

a - Average experience required for employment is 11 months.

b - Other occupational experience named by employers is an average of 11 months as in industrial worker or a general laborer.

c - Employers allowed an average of 11 months training to be substituted for work experience.

- **SKILLS AND REQUIREMENTS:** No special education is required for most janitorial or cleaning jobs, but beginners should know simple arithmetic and be able to follow instructions. High school shop courses are helpful for jobs involving repair work. Most building cleaners learn their skills on the job. A high school diploma improves chances for advancement. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	60%
High School or Equivalent	40%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Many employers don't promote to higher-level positions; not as many do promote. POSITIONS PROMOTED TO: Many promote to management or supervisory positions. SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication and knowledge of the occupation.
- **OTHER RELEVANT INFORMATION:** Female employees make up 23% of this workforce. 33% of the employers surveyed in this occupation were subject to collective bargaining. Alternate job titles include Custodian.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$12.03	\$6.75
Union	\$10.00-\$13.35	\$11.68
New, experienced	\$6.75-\$12.03	\$7.13
Union	\$10.30-\$13.35	\$11.30
3 years with firm	\$7.25-\$14.40	\$8.00
Union	\$11.51-\$15.09	\$14.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 93% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	7%	40%	7%	0%	0%
Dental	47%	7%	20%	0%	0%	0%
Vision	47%	7%	20%	0%	0%	0%
Life	73%	13%	7%	0%	0%	0%
Sick Leave	80%	13%	0%	0%	0%	0%
Vacation	93%	13%	0%	0%	0%	0%
Retirement	27%	13%	40%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Most employers offer graveyard shifts, and some offer swing shifts.

### WHERE THE JOBS ARE

Services to Buildings  
Elementary and Secondary Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Very large

7-year growth from 1999 to 2006: +470 employees

7-year growth rate: 11%, slower than average

### EMPLOYER RESPONSES

**TURNOVER:** 14.3% annually. Employer hiring to fill openings from turnover accounted for over three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 4%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Not difficult
Inexperienced/Qualified:	Moderately difficult

Supply of experienced applicants is considerably greater than demand, creating a very competitive job market for applicants. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	93%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## MAIDS AND HOUSEKEEPING CLEANERS

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

OES# 670020

20 Employers Representing 661 Employees in Fresno County

### EMPLOYER RESPONSES

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	25	55	20	a
If required or preferred: Is experience in other occupations accepted?	81		19	b
If required or preferred: Will training substitute for experience?	88		13	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 11 months.

b - Employers surveyed gave an average of 11 months general labor experience or related work in a hotel/motel.

c - Employers allowed an average of 10 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** No special education is required for Maids and Housekeeping Cleaners. Most maids learn their skills on the job. Beginners usually work with an experienced cleaner, doing routine cleaning. As they gain more experience, they are assigned tasks that are more complicated. Maids may work in private households, commercial establishments, hotels, restaurants, and hospitals. In hospitals, they may wash bed frames, brush mattresses, make beds, and disinfect and sterilize equipment and supplies using germicides and sterilizing equipment. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	70%
High School or Equivalent	30%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions; a few do not promote.  
POSITIONS PROMOTED TO: Almost all promote to management, front desk, or supervisory positions.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication and knowledge of the occupation.
- **OTHER RELEVANT INFORMATION:** Female employees make up 67% of this workforce. 10% of the employers surveyed in this occupation are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.50	\$6.75
New, experienced	\$6.75-\$7.91	\$7.00
3 years with firm	\$6.75-\$10.06	\$7.90

### BENEFITS 85% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	35%	10%	40%	10%	5%	0%
Dental	25%	5%	20%	10%	5%	0%
Vision	30%	5%	10%	15%	5%	0%
Life	55%	5%	10%	15%	5%	0%
Sick Leave	50%	5%	10%	15%	0%	0%
Vacation	65%	5%	10%	15%	0%	0%
Retirement	15%	15%	45%	5%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	16-30 hr/wk	Many
Temporary	16 hr/wk	Few
Seasonal	40 hr/wk	Few

Some employers hire graveyard and swing shift workers.

### WHERE THE JOBS ARE

Hotels and Motels  
Nursing and Personal Care Facilities  
Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +173 employees

7-year growth rate: 12.5%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 16.5% annually. Employer hiring to fill openings from turnover accounted for just under five-sixths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 2%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Not difficult
Inexperienced/Qualified:	Moderately difficult

Supply of experienced applicants is considerably greater than demand, creating a very competitive job market for applicants. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	90%
Newspaper Advertisements	85%
Private Employment Agencies	0%
EDD	10%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	5%
Internet	0%
Colleges/Universities	0%

## MEDICAL ASSISTANTS

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention by physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

OES# 660050

19 Employers Representing 487 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	95	5	0	a
If required or preferred: Is experience in other occupations accepted?	83		17	b
If required or preferred: Will training substitute for experience?	89		11	c
Is technical/vocational training required?	89	0	11	d

a - Average experience required for employment is 12 months.

b - Other occupational experience named by employers is an average of 11 months in a related medical field.

c - Employers allowed an average of 12 months training to be substituted for work experience.

d - Training named by employers was an average of 12 months to receive state certification.

□ **SKILLS AND REQUIREMENTS:** Formal training in medical assisting is not always required, but most employers prefer graduates of formal programs. Some medical assistants are trained on the job. Employers surveyed required a high school diploma or equivalent. Applicants should have a background in mathematics, health, biology, typing, bookkeeping, computers, and office skills. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers want database skills, some employers want word processing skills, and a few employers desire spreadsheet skills or the ability to use custom software.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.  
POSITIONS PROMOTED TO: Many provide opportunities for employment as an LVN or RN for those who receive additional education. A few promote to supervisory positions or to higher levels.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, knowledge of the occupation, further education, and a positive attitude.
- **OTHER RELEVANT INFORMATION:** Female employees make up 84% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$8.00	\$8.00
New, experienced	\$8.50-\$9.50	\$9.00
3 years with firm	\$10.00-\$14.00	\$12.00

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	16%	0%	84%	5%	0%	0%
Dental	5%	0%	79%	5%	5%	0%
Vision	5%	0%	79%	5%	5%	0%
Life	100%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	0%	0%	100%	5%	0%	0%
Child Care	0%	0%	5%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	20-25 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

Many employers work swing shift, and a few work graveyard shift.

### WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors  
Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +388 employees

7-year growth rate: 27.4%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 17.5% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 7%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may, at times, have some difficulty finding applicants, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	74%
Newspaper Advertisements	95%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	5%
Union Hall Referrals	0%
Walk-in Applicants	95%
Trade Journals	0%
Internet	21%
Colleges/Universities	21%

## MEDICINE AND HEALTH SERVICES MANAGERS

Medicine and Health Services Managers plan, organize, direct, control, or coordinate medicine and health services in establishments, such as hospitals, clinics, or similar organizations.

OES# 150080

19 Employers Representing 37 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: Is experience in other occupations accepted?	78		22	b
If required or preferred: Will training substitute for experience?	16		84	
Is technical/vocational training required?	21	5	74	d

a - Average experience required for employment is 32 months.

b - Employers accepted an average of 27 months experience working with people in a related medical field or office administration.

d - Training named by employers was an average of 14 months medical training.

□ **SKILLS AND REQUIREMENTS:** Medical and Health Services Managers could be employed in anything from a clinical department up to managing an entire facility or system. They must be familiar with management principles and practices. Education requirements could vary from on-the-job training for a physicians' office, up to a master's degree for larger healthcare facilities. The structure and financing of healthcare is changing rapidly. Future medical and health services managers must be prepared to deal with changing healthcare systems. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	26%
Associate (2-year) Degree	58%
Bachelor (4-year) Degree	16%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing skills; almost all employers want spreadsheet and/or database skills, and many want desktop publishing. The ability to use custom medical programs was mentioned by employers.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers don't promote to higher-level positions; not as many do promote. POSITIONS PROMOTED TO: Some promote to director or supervisor positions.

SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, further education, and leadership skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 97% of this workforce. None of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include Medical Office Administrators or Managers and Medical Record Administrators or Managers.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$8.00-\$26.15	\$17.26
3 years with firm	\$9.50-\$35.96	\$21.58

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	53%	0%	0%	0%
Dental	42%	0%	53%	0%	0%	0%
Vision	42%	0%	53%	0%	0%	0%
Life	100%	0%	0%	0%	0%	0%
Sick Leave	100%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	16%	0%	84%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer an end of year bonus.

### HOURS WORKED

Full-time	40-45 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Some employers surveyed offered a swing shift; a few work a graveyard shift.

### WHERE THE JOBS ARE

Offices and Clinics of Doctors of Medicine  
Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Small

7-year growth from 1999 to 2006: +85 employees

7-year growth rate: 24.9%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 2.9% annually. Employer hiring to fill openings from turnover accounted for one-third of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 6%. All employers indicated that this occupation would remain stable over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Very difficult
Inexperienced/Qualified:	N/A

Employer demand is considerably greater than supply of experienced applicants. Employers often cannot find applicants when an opening exists. Applicants encounter little or no competition in their job search.

### RECRUITMENT Methods Used By Employers

Method	Firms Using This Method
In-house Promotion or Transfer	5%
Employee Referrals	32%
Newspaper Advertisements	100%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	89%
Trade Journals	21%
Internet	74%
Colleges/Universities	26%

## POSTAL MAIL CARRIERS

Postal Mail Carriers sort mail for delivery, and deliver mail on established routes on foot or by vehicle. Does not include Postal Service Clerks.

OES# 573050

1 Employer Representing 591 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	0	0	100	
If required or preferred: Is experience in other occupations accepted?	0		100	
If required or preferred: Will training substitute for experience?	0		100	
Is technical/vocational training required?	0	0	100	

**SKILLS AND REQUIREMENTS:** Postal Service workers must be at least 18 years old and U.S. citizens, or have been granted permanent resident-alien status in the United States. Qualification is based on a written examination that measures speed and accuracy at checking names and numbers, and the ability to memorize mail distribution procedures. Applicants must pass a physical examination and drug test, and may be asked to show that they can lift and handle mail sacks weighing 70 pounds. Applicants for mail carrier positions must have been a licensed driver for a least two (2) years, have a good driving record, and receive a passing grade on a road test. Carriers should be courteous and tactful when dealing with the public, especially when answering questions or receiving complaints. A good memory and the ability to read rapidly and accurately are important. Good interpersonal skills also are vital. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned.
- EMERGING TECHNOLOGY AND SKILLS:** None mentioned.
- PROMOTIONAL OPPORTUNITIES:** Employer does promote to higher-level positions.  
POSITIONS PROMOTED TO: Employees could be promoted to supervisors or support analysts.
- OTHER RELEVANT INFORMATION:** Female employees make up 29% of this workforce. All of the employers surveyed in this occupation are union or subject to collective bargaining. Postal mail carriers are also called city carriers.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$16.37-\$16.37	\$16.37
New, experienced	\$16.37-\$16.37	\$16.37
3 years with firm	\$18.01-\$18.01	\$18.01

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	0%	0%	100%	100%	0%	0%
Dental	0%	0%	0%	0%	100%	100%
Vision	0%	0%	100%	100%	0%	0%
Life	0%	0%	100%	100%	0%	0%
Sick Leave	100%	100%	0%	0%	0%	0%
Vacation	100%	100%	0%	0%	0%	0%
Retirement	0%	0%	100%	100%	0%	6%
Child Care	0%	0%	0%	0%	100%	100%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	24 hr/wk	All
Temporary	N/A	None
Seasonal	N/A	None

### WHERE THE JOBS ARE

United States Postal Service

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +159 employees

7-year growth rate: 17.2%, faster than average

### EMPLOYER RESPONSES

TURNOVER: Less than 1% annually. Employer hiring to fill openings from turnover accounted for all hiring during the last 12 months.

GROWTH: Employer reported that the year 2002 growth rate was 0%. Employer indicated that this occupation would decline over the next two (2) years.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	N/A
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	0%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Postal Exam

## RESPIRATORY CARE PRACTITIONERS

Respiratory Care Practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilator therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records.

OES# 323020

15 Employers Representing 201 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	67	13	20	a
If required or preferred: Is experience in other occupations accepted?	67		33	b
If required or preferred: Will training substitute for experience?	75		25	c
Is technical/vocational training required?	100	0	0	d

a - Average experience required for employment is 14 months.

b - Other experience includes an average of 14 months in physical therapy, rehabilitation therapy, or a related medical field.

c - Employers allowed an average of 12 months training to be substituted for work experience.

d - Training named by employers was an average of 24 months training in AMA and California approved programs.

□ **SKILLS AND REQUIREMENTS:** Formal training is normally necessary for entry into this field. Training programs vary in length, and in the credential or degree awarded. Respiratory Care Practitioners must pay attention to detail, follow instructions, and work as part of a team. Respiratory care involves basic mathematical problem solving and an understanding of chemical and physical principles. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	13%
High School or Equivalent	87%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desire database skills, and a few mentioned in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; many do not promote.

**POSITIONS PROMOTED TO:** Some promote to higher levels within the occupation. Some have nursing openings for those whom continue their education, and a few promote to supervisory or management positions.

**SKILLS NEEDED FOR PROMOTION:** Noted promotional needs include further education, communication, and knowledge of the occupation.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 74% of this workforce. None of the employers surveyed in this occupation were subject to collective bargaining. Alternate job titles include Respiratory Therapists and identification of workers by their rankings or levels: RCP-1, RCP-2, or RCP-3.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$13.00-\$15.00	\$15.00
New, experienced	\$12.00-\$18.00	\$15.00
3 years with firm	\$19.00-\$22.00	\$19.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers, but pay entry-level wages, while other companies hire *inexperienced* workers, but pay higher wages at all experience levels.

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	7%	0%	93%	20%	0%	0%
Dental	0%	0%	87%	13%	0%	0%
Vision	20%	7%	73%	7%	0%	0%
Life	100%	20%	0%	0%	0%	0%
Sick Leave	100%	13%	0%	0%	0%	0%
Vacation	100%	13%	0%	0%	0%	0%
Retirement	13%	0%	80%	13%	7%	7%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	25 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

Almost all employers offer a swing shift, and some employees work graveyard.

### WHERE THE JOBS ARE

Hospitals  
Offices and Clinics of Medical Doctors

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Small

7-year growth from 1999 to 2006: +97

7-year growth rate: 44.3%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 19.7% annually. Employer hiring to fill openings from turnover accounted for less than three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 7%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Very difficult

Employer demand is somewhat greater than supply of experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Applicants may encounter some competition in their job search. Employer demand is considerably greater than the supply of inexperienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants may encounter little competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	80%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	87%
Trade Journals	7%
Internet	47%
Colleges/Universities	13%

## SALES AGENTS – SELECTED BUSINESS SERVICES

Selected Business Services Sales Agents sell selected services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. Does not include sales agents who primarily sell advertising, insurance, financial, and real estate services.

OES# 430170

17 Employers Representing 53 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	82	18	0	a
If required or preferred: Is experience in other occupations accepted?	24		76	b
If required or preferred: Will training substitute for experience?	47		53	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 23 months.

b - Employers answering "yes" gave an average of 14 months in a sales related field.

c - Employers allowed an average of 12 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Almost all employers surveyed in Fresno County required that applicants have at least a high school diploma and two years experience in a sales related field. Computer skills are desired by a majority of employers. Applicants should have written comprehension, oral and written expression, active listening, persuasion, and negotiation skills. (Source: O\*NET)

#### EDUCATION Required for Employment

Less Than High School	12%
High School or Equivalent	47%
Associate (2-year) Degree	41%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing and spreadsheet skills. Not as many want database skills; a few want desktop publishing. Most employers mentioned the use of custom programs. The most mentioned M/S software programs were WORD and EXCEL.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.  
POSITIONS PROMOTED TO: Most promote to management positions—many to sales management.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include knowledge of the occupation, communication, and knowledge of the product.
- **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. None of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include Sales Representatives and Salespersons.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$6.90	\$6.83
New, experienced	\$7.00-\$23.97	\$16.78
3 years with firm	\$12.66-\$26.37	\$20.14

Additional income could result from commission sales.

### BENEFITS 94% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	59%	0%	35%	0%	0%	0%
Dental	47%	0%	35%	0%	0%	0%
Vision	29%	0%	24%	0%	0%	0%
Life	82%	0%	6%	0%	0%	0%
Sick Leave	71%	0%	12%	0%	0%	0%
Vacation	88%	0%	6%	0%	0%	0%
Retirement	47%	0%	41%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers surveyed worked a graveyard shift.

### WHERE THE JOBS ARE

Trucking and Courier Services  
Miscellaneous Business Services  
Telephone Communications  
Commercial Printing

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +103 employees

7-year growth rate: 21.5%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 9.3% annually. Employer hiring to fill openings from turnover accounted for less than three-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate 23%. Most employers indicated that this occupation would remain stable over the next two (2) years; some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may, at times, have some difficulty finding applicants, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	24%
Employee Referrals	76%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	71%
Trade Journals	0%
Internet	24%
Colleges/Universities	0%

## SALES REPRESENTATIVES (EXCEPT SCIENTIFIC AND RELATED)

Sales Representatives (except Scientific and Related Products and Services) sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients, or secure new customers.

OES# 490080

20 Employers Representing 162 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	100	0	0	a
If required or preferred: Is experience in other occupations accepted?	74		26	b
If required or preferred: Will training substitute for experience?	10		90	
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 29 months.

b - Other experience named by employers includes an average of 25 months in a sales related field.

□ **SKILLS:** Almost all employers in Fresno County required a high school diploma or GED. However, all employers surveyed required at least two (2) years experience. As job requirements become more technical or analytical, the required educational background will increase. Many companies have formal training programs lasting up to 2 years for beginning sales representatives. Some sales representatives complete certification courses to become Certified Professional Manufacturers' Representatives (CPMRs). Applicants should be goal oriented and persuasive, and work well both independently and as part of a team. A pleasant personality and appearance, the ability to communicate well with people, and problem-solving skills are highly valued. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	0%
High School or Equivalent	95%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	5%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** All employers want database skills, almost all want spreadsheet skills, and most want word processing skills. Software programs most mentioned by employers were custom sales programs.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions; some do promote.  
POSITIONS PROMOTED TO: Some promote to sales or service managers or to branch or area managers.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, knowledge of the occupation, and knowledge of the product.
- **OTHER RELEVANT INFORMATION:** Female employees make up 14% of this workforce. 5% of the employers surveyed in this occupation are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$11.99-\$19.18	\$15.15
3 years with firm	\$14.38-\$23.97	\$21.44

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	75%	0%	25%	0%	0%	0%
Dental	65%	0%	30%	0%	0%	0%
Vision	55%	0%	25%	0%	0%	0%
Life	90%	0%	0%	0%	0%	0%
Sick Leave	95%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	5%	0%	95%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

### WHERE THE JOBS ARE

Electrical Goods  
Hardware, Plumbing and Heating Equipment  
Machinery, Equipment, and Supplies  
Groceries and Related Products  
New and Used Car Dealers

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2002 Size:** Very large

**7-year growth from 1999 to 2006:** +118 employees

**7-year growth rate:** 5.9%, slower than average

### EMPLOYER RESPONSES

**TURNOVER:** 12.2% annually. Employer hiring to fill openings from turnover accounted for over one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 10%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may, at times, have some difficulty finding applicants, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	90%
Newspaper Advertisements	95%
Private Employment Agencies	5%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	80%
Trade Journals	0%
Internet	5%
Colleges/Universities	0%

## STOCK CLERKS – STOCKROOM, WAREHOUSE, STORAGE YARD

Stock Clerks - Stockroom, Warehouse, and Storage Yard - receive, store, and issue materials, equipment, and other items from stock room, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

OES# 580230

15 Employers Representing 114 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	67	7	27	a
If required or preferred: Is experience in other occupations accepted?	100		0	b
If required or preferred: Will training substitute for experience?	100		0	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 13 months.

b - Other occupational experience named by employers includes an average of 11 months in a warehouse or related occupation.

c - Employers allowed an average of 11 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Stock Clerks are considered entry-level employment, but most employers surveyed in Fresno County require a high school diploma and one (1) year of experience. Computer training was not named as a requirement, but employers did mention the use of custom software programs and spreadsheets. Stock clerks learn the job by doing routine tasks under close supervision. They learn how to count and mark stock, and then start keeping records and taking inventory. Strength stamina, good eyesight, and an ability to work at repetitive tasks, sometimes under pressure, are important characteristics. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	27%
High School or Equivalent	73%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want spreadsheet skills; many mentioned custom in-house programs.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions; a few do not promote.  
POSITIONS PROMOTED TO: Most promote to management or supervisory positions—some to warehouse manager. Some promote to counter positions.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, and knowledge of the occupation and of the product. Workers should also be punctual, honest, and motivated.
- **OTHER RELEVANT INFORMATION:** Female employees make up 8% of this workforce. None of the employers surveyed in this occupation are union or subject to collective bargaining.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$7.50	\$6.75
New, experienced	\$6.75-\$9.29	\$8.00
3 years with firm	\$6.75-\$12.00	\$9.00

### BENEFITS 93% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	0%	80%	0%	0%	0%
Dental	13%	0%	67%	0%	7%	0%
Vision	13%	0%	53%	0%	7%	0%
Life	73%	0%	13%	0%	7%	0%
Sick Leave	73%	0%	7%	0%	0%	0%
Vacation	87%	0%	7%	0%	0%	0%
Retirement	7%	0%	87%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	N/A	None
Temporary	16-40 hr/wk	A few
Seasonal	N/A	None

A few employers surveyed offered graveyard shift work.

### WHERE THE JOBS ARE

General Industrial Machinery  
Personnel Supply Services  
Department Stores

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Large

7-year growth from 1999 to 2006: +164 employees

7-year growth rate: 11.6%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 12% annually. Employer hiring to fill openings from turnover accounted for less than one-fourth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was 14%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	87%
Newspaper Advertisements	93%
Private Employment Agencies	7%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## TRAFFIC, SHIPPING, AND RECEIVING CLERKS

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.

OES# 580280

20 Employers Representing 172 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of Employers' Responses

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	55	20	25	a
If required or preferred: Is experience in other occupations accepted?	73		27	b
If required or preferred: Will training substitute for experience?	87		13	c
Is technical/vocational training required?	0	0	100	

a - Average experience required for employment is 12 months.

b - Other occupational experience named by employers includes an average of 12 months warehouse experience.

c - Employers allowed an average of 11 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** This is considered an entry-level occupation. Fresno County employers do not require education beyond high school. Employment growth is being affected by automation. Methods of material handling have changed significantly in recent years. Large warehouses are increasingly automated. Applicants are generally not required to have computer skills, but the growing use of hand-held scanners and personal computers in shipping and receiving is making the ability to work in a high technology environment increasingly important. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	35%
High School or Equivalent	65%
Associate (2-year) Degree	0%
Bachelor (4-year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers desired some experience with custom inventory software. A few employers desired word processing and database skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers mentioned UPS manifest systems and geographic info systems.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.

POSITIONS PROMOTED TO: Most promote to management or supervisory positions.

SKILLS NEEDED FOR PROMOTION: Noted promotional needs include knowledge of the product, punctuality, reliability, and communication skills. Workers should have knowledge of the occupation and its terminology, plus a good attitude and continuing education.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 30% of this workforce. 30% of the employers surveyed in this occupation are union or subject to collective bargaining. An alternate job title is Warehouse Person.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$8.05	\$7.60
Union	\$8.80-\$11.40	\$9.68
New, experienced	\$7.50-\$10.32	\$8.50
Union	\$8.80-\$12.30	\$11.01
3 years with firm	\$8.00-\$14.00	\$11.30
Union	\$10.18-\$15.50	\$14.30

### BENEFITS 90% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	30%	0%	60%	0%	0%	0%
Dental	30%	0%	60%	0%	0%	0%
Vision	25%	0%	45%	0%	0%	0%
Life	65%	0%	25%	0%	0%	0%
Sick Leave	65%	0%	25%	0%	0%	0%
Vacation	65%	0%	25%	0%	0%	0%
Retirement	25%	0%	65%	0%	0%	0%
Child Care	0%	0%	5%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift or graveyard shift.

### WHERE THE JOBS ARE

Department Stores  
Federal Government  
Air Transportation, Scheduled  
Trucking and Courier Services  
Public Warehousing and Storage  
Elementary and Secondary Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2002 Size:** Very Large

**7-year growth from 1999 to 2006:** +121 employees

**7-year growth rate:** 6.7%, slower than average

### EMPLOYER RESPONSES

**TURNOVER:** 12.5% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2002 growth rate was 2%. Almost all employers interviewed agreed that this occupation would remain stable over the next two (2) years; a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

<b>Experienced/Qualified:</b>	Moderately difficult
<b>Inexperienced/Qualified:</b>	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may, at times, have some difficulty finding qualified applicants. Qualified applicants may encounter some competition in their job search. Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	70%
Newspaper Advertisements	85%
Private Employment Agencies	15%
EDD	5%
School Program Referrals	0%
Union Hall Referrals	10%
Walk-in Applicants	80%
Trade Journals	0%
Internet	10%
Colleges/Universities	5%

## VOCATIONAL AND EDUCATIONAL COUNSELORS

Vocational and Educational Counselors counsel individuals, and provide group educational and vocational guidance services.

OES# 315140

16 Respondents Representing 733 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % Of Employers' Response

	% Yes	% Not Required But Preferred	% No	Notes
Is prior experience required in this occupation?	56	31	13	a
If required or preferred: is experience in other occupations accepted?	93		7	b
If required or preferred: will training substitute for experience?	57		43	c
Is technical/vocational training required?	6	0	94	

a - Average experience required for employment is 21 months.

b - Other occupational experience named by employers include an average of 20 months in a related educational field.

c - Employers allowed an average of 18 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Educational and experience requirements can vary, depending upon the kind of counseling and the type of institution. School counselors must hold a state school counseling certificate. To be certified, a counselor must hold at least a master degree in counseling from an accredited institution, and have a least two (2) years of supervised field experience in a counseling setting. Applicants should be familiar with basic computer programs used frequently in maintaining records. (Source: OOH)

#### EDUCATION Required for Employment

Less Than High School	6%
High School or Equivalent	31%
Associate (2-year) Degree	31%
Bachelor (4-year) Degree	25%
Graduate Study	6%

### OTHER INFORMATION

- **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers desire word processing and/or database skills, most desire spreadsheet skills, and a few want desktop publishing skills. Employers mentioned the need to be familiar with information systems.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote.  
POSITIONS PROMOTED TO: Many promote to supervisory positions: administrators, directors, or principals. A few promote to academic or guidance counselors.  
SKILLS NEEDED FOR PROMOTION: Noted promotional needs include communication, continuing education, and on-the-job experience.
- **OTHER RELEVANT INFORMATION:** Female employees make up 73% of this workforce. 6% of the employers surveyed in this occupation are union or subject to collective bargaining. Alternate job titles include Guidance Specialists and Counselors, Case Managers, and Caseworkers.

Information on training for this occupation may be found in the Training Directory section at the end of the occupational studies.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$24.93	\$7.63
New, experienced	\$6.75-\$25.89	\$13.71
3 years with firm	\$7.25-\$26.85	\$17.00

### BENEFITS 100% of Employers Offer Benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	75%	6%	19%	6%	0%	0%
Dental	69%	6%	19%	6%	6%	0%
Vision	69%	6%	19%	6%	6%	0%
Life	75%	13%	13%	0%	0%	0%
Sick Leave	88%	13%	6%	0%	0%	0%
Vacation	94%	13%	0%	0%	0%	0%
Retirement	50%	0%	38%	6%	6%	0%
Child Care	0%	0%	0%	0%	6%	0%

### HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	16-26 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer swing and graveyard shifts.

### WHERE THE JOBS ARE

Elementary and Secondary Schools  
Colleges and Universities  
Job Training and Rehabilitation Services  
Residential Care  
State Government

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2002 Size: Medium

7-year growth from 1999 to 2006: +111 employee

7-year growth rate: 22.4%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 11.8% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2002 growth rate was less than 1%. Almost all employers indicated that this occupation would remain stable over the next two (2) years; a few believe it will grow, and an equal number believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How Difficult is it to Find Qualified Applicants?

Experienced/Qualified:	Moderately difficult
Inexperienced/Qualified:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may, at times, have some difficulty finding applicants, and applicants may find some competition in their job search.

### RECRUITMENT Methods Used by Employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	63%
Newspaper Advertisements	94%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	69%
Trade Journals	13%
Internet	19%
Colleges/Universities	25%



# Section 3

## TERMS AND ABBREVIATIONS USED IN THE 2001 REPORT

### When referring to education, training, experience, and other requirements, we used:

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

### When describing the size of an occupation we used:

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

### When describing the potential growth of an occupation or trends, we used:

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

<b>A/C</b>	Air Conditioning
<b>APP.</b>	Apprenticeship
<b>CA</b>	California

<b>CCOIS</b>	California Cooperative Occupational Information System
<b>CIP</b>	Classification of Instructional Programs
<b>COICC</b>	California Cooperative Information Coordinating Committee
<b>CNA</b>	Certified Nursing Aide
<b>CP&amp;BLH</b>	California Professional & Business License Handbook
<b>CSU</b>	California State University
<b>DOT</b>	Dictionary of Occupational Titles
<b>Ed</b>	Education
<b>EDC</b>	Economic Development Corporation
<b>EDD</b>	Employment Development Department
<b>ETPL</b>	Eligible Training Providers List
<b>FAWIC</b>	Fresno County Workforce Investment Board
<b>FCWIB</b>	Fresno County Workforce Investment Board
<b>FUSD</b>	Fresno Unified School District
<b>JATC</b>	Joint Apprentice and Training Committee
<b>LVN</b>	Licensed Vocational Nurse
<b>LMI (D)</b>	Labor Market Information (Division)
<b>M/S</b>	Microsoft
<b>MCed</b>	Microcomputer Education Center
<b>MTMA</b>	Management Training/Marketing Association
<b>N/A</b>	Not Applicable/Not Available
<b>NV</b>	Nevada
<b>O*NET</b>	Occupational Network
<b>OES</b>	Occupational Employment Statistics
<b>OOH</b>	Occupational Outlook Handbook
<b>OOR</b>	Occupational Outlook Report
<b>RN</b>	Registered Nurse
<b>SCCCD</b>	State Center Community College District
<b>TANF</b>	Temporary Assistance to Needy Families
<b>URL</b>	Uniform Resource Locator
<b>Voc.</b>	Vocational
<b>WIA</b>	Workforce Investment Act

## ASSEMBLERS AND FABRICATORS

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations.

OES#939560

18 Employers Representing 417 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	28	6	67	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Employers named an average of 7 months experience in general labor.

c-Employers allowed an average of 11 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Employers often hire entry-level workers to do tasks requiring little training. Some require a high school diploma. Most employers require workers to be at least 18 years old and physically able to perform the work. For those jobs requiring physical exertion, employers may require that applicants pass a physical exam. Some employers also require drug testing or background checks prior to employment. Most jobs require reading and basic mathematics skills. Employment growth will be affected by automation, as new machines and equipment are utilized for repetitive work. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	50%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned basic word processing computer skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Many promote to supervisory positions, such as foreperson or lead person and a few to machinist. Promotional needs named include knowledge of the occupation, knowledge of the product and materials, math and communication skills, dependability, and common sense in decision making.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 14% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job title includes production workers.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$8.83	\$7.00
New, experienced	\$6.25-\$10.00	\$8.00
3 years with firm	\$7.00-\$15.00	\$10.25

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	17%	0%	61%	0%	0%	0%
Dental	17%	0%	50%	0%	0%	0%
Vision	6%	0%	50%	0%	0%	0%
Life	50%	0%	22%	0%	0%	0%
Sick Leave	61%	0%	0%	0%	0%	0%
Vacation	89%	0%	0%	0%	0%	0%
Retirement	17%	0%	61%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a bonus.

### HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Some employers offer a swing shift, a few work a graveyard shift.

### WHERE THE JOBS ARE

Wood Containers

Plumbing and Heating, Except Electrical

Fabricated Structural Metal Products

General Industrial Machinery

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +310 employees

7-year growth rate: 17.9%, average

### EMPLOYER RESPONSES

TURNOVER: 8.9% annually. Employer hiring to fill openings from turnover accounted for just under three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was 2.5%.

Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow, a few employers reported that it would decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	72%
Newspaper Advertisements	61%
Private Employment Agencies	22%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	28%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## BUS DRIVERS

Bus Drivers drive buses to transport passengers over specified routes to local or distant points according to a time schedule. They assist passengers with baggage and collect tickets or cash fares.

OES#971080

10 Employers Representing 334 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	30	40	30	a
If Required or Preferred: Is Experience in other occupations accepted?	57		43	b
If Required or Preferred: Will training substitute for experience?	71		29	c
Is Technical/Vocational Training Required?	70	0	30	d

a-Average experience required for employment is 12 months.

b-Employers named an average of 12 months experience in a driving occupation.

c-Employers allowed an average of 10 months training to be substituted for work experience.

d-Employers named an average of 3 months training to receive a bus related or passenger certified class B license.

□ **SKILLS AND REQUIREMENTS:** Must be 18 years of age, 21 years for interstate commerce driving. Vision tests, driving laws tests, performance tests, medical and written exams required. Some physical requirements include good hearing, 20/40 vision, and normal blood pressure. Driver must not be colorblind, have epilepsy or diabetes controlled by insulin. Federal regulations require alcohol and drug tests for employment. Periodic random tests are required while on duty. Drivers must be able to read and speak English and have strong customer service skills, including communication skills and the ability to manage large groups of people. (Source: OOH, CP&BLH)

#### EDUCATION required for employment

Less Than High School	10%
High School or Equivalent	90%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned basic spreadsheet computer skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote. Some promote to supervisory positions. Promotional need named includes computer skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. 40% of the employers are Union or subject to collective bargaining.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$8.46-\$11.00	\$8.73
Union	\$6.25-\$9.75	\$9.52
New, experienced	\$7.00-\$11.00	\$8.46
Union	\$9.52-\$15.11	\$11.00
3 years with firm	\$9.25-\$13.50	\$10.00
Union	\$11.50-\$17.97	\$13.58

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	0%	20%	20%	0%	0%
Dental	50%	0%	20%	20%	0%	0%
Vision	50%	0%	10%	20%	0%	0%
Life	40%	0%	10%	0%	0%	0%
Sick Leave	80%	40%	0%	0%	0%	0%
Vacation	70%	20%	0%	0%	0%	0%
Retirement	0%	10%	70%	10%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40hr/wk	Almost all
Part-time	12-32 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

Many employers offer a variety of night and evening shifts, depending upon needs.

### WHERE THE JOBS ARE

Local and Suburban Transportation  
Inter-city and Rural Bus Transportation  
Bus Charter Service  
Local Government

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +30 employees

7-year growth rate: 21.4%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 5.1% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was over 4%. Many employers indicated that this occupation would grow over the next two years, an equal number believe it will remain stable.

## EMPLOYER SUPPLY & DEMAND

### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	90%
Newspaper Advertisements	100%
Private Employment Agencies	0%
EDD	10%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	90%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## CARPENTERS

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines.

OES#871020

17 Employers Representing 488 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	12	0	a
If Required or Preferred: Is Experience in other occupations accepted?	59		41	b
If Required or Preferred: Will training substitute for experience?	82		18	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 16 months.

b-Other occupational experience named by employers is an average of 13 months in construction fields.

c-Employers allowed an average of 10 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Carpenters learn their trade through on-the-job training as well as formal training programs. Most pick up skills informally by working under the supervision of experienced workers. Many acquire skills through vocational education. Others participate in employer training programs or apprenticeships.

A high school education is desirable, including courses in carpentry, shop, mechanical drawing, and general mathematics. Local building codes dictate the use of materials; carpenters must learn these requirements. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	65%
High School or Equivalent	35%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers wanted word processing or spreadsheet skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned blueprint reading.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, most to foreperson or assistant foreperson, a few to supervisor or superintendent. Promotional needs named includes job knowledge and personal responsibility.

□ **OTHER RELEVANT INFORMATION:** Female employees make up less than 1% of this workforce. Less than 6% of the employers are Union or subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$10.00	\$8.38
New, experienced	\$7.25-\$16.00	\$13.00
3 years with firm	\$13.00-\$25.00	\$16.00

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	18%	0%	29%	0%	12%	0%
Dental	6%	0%	12%	0%	12%	0%
Vision	6%	0%	6%	0%	0%	0%
Life	18%	0%	0%	0%	12%	0%
Sick Leave	29%	0%	0%	0%	0%	0%
Vacation	59%	0%	0%	0%	0%	0%
Retirement	29%	0%	6%	0%	12%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	35-40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

All employers offered dayshift work only.

### WHERE THE JOBS ARE

Residential Building Construction  
Personnel Supply Services  
Carpentry and Floor Work

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +210 employees

7-year growth rate: 10.1%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 7.2% annually. Employer hiring to fill openings from turnover accounted for more than one-fifth of all hiring during the last 12 months.

GROWTH: Employers reported that the 2001 growth rate was 13%.

Many employers indicated that this occupation would grow over the next two years, some believe it will remain stable, and a few reported that it would decline.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Employer demand is considerably greater than supply of inexperienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	18%
Employee Referrals	76%
Newspaper Advertisements	82%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	29%
Trade Journals	6%
Internet	12%
Colleges/Universities	6%

Other: Word of Mouth

## COOKS - RESTAURANT

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

OES#650260

16 Employers Representing 309 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	25	38	a
If Required or Preferred: Is Experience in other occupations accepted?	70		30	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	0	6	94	

a-Average experience required for employment is 11 months.

b-Other occupational experience named by employers includes an average of 5 months in a food service related occupation.

c-Employers allowed an average of 6 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Most skills are learned on the job. A high school diploma is not always required, but it is recommended for those planning a career as a cook or chef. Employers usually prefer training given by trade schools, vocational centers, colleges, professional associations, or trade unions. Those trained in commercial food preparation may be able to start in a cook or chef job without having to spend time in a lower-skilled kitchen job. Their education may give them an advantage when looking for jobs in better restaurants and hotels, where hiring standards often are high. Chefs, cooks, and kitchen workers must work as part of a team, have a keen sense of taste and smell, and maintain personal cleanliness. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	44%
High School or Equivalent	56%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want general windows based experience.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know modern food safety procedures and new health codes.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to management positions: kitchen manager, food service manager, head cook or lead cook. Promotional needs named include dependability, communication skill, occupational knowledge, flexibility, experience, hard work and production.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 15% of this workforce. 6% of the employers are Union or subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.25	\$6.25
New, experienced	\$6.25-\$8.50	\$7.00
3 years with firm	\$7.00-\$12.00	\$8.50

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	0%	0%	69%	13%	6%	0%
Dental	0%	0%	63%	13%	6%	0%
Vision	0%	0%	63%	13%	6%	0%
Life	13%	0%	38%	6%	6%	0%
Sick Leave	44%	6%	6%	0%	0%	0%
Vacation	69%	0%	0%	0%	0%	0%
Retirement	0%	0%	25%	6%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	30-40 hr/wk	All
Part-time	15-35 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

Shifts: A few employers consider shifts under 35 hr/wk as full time. A few employers hire for standard 8 hr. swing or graveyard shifts, but many work non-traditional evening/night shifts.

### WHERE THE JOBS ARE

Eating and Drinking Places

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +330 employees

7-year growth rate: 20.8%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 14.2% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was over 4%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	73%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

## DENTAL ASSISTANTS

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

**OES#660020**

**16 Employers Representing 87 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	56	38	6	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	13		87	
<b>If Required or Preferred: Will training substitute for experience?</b>	47		53	c
<b>Is Technical/Vocational Training Required?</b>	88	13	0	d

a-Average experience required for employment is 11 months.

c-Employers allowed an average of 9 months training to be substituted for work experience.

d-Types of training named by employers include an average of 15 months in Dental Assistant training or vocational dental programs.

□ **SKILLS AND REQUIREMENTS:** To take the exam to become a registered Dental Assistant, the applicant needs to be a graduate from a Board-approved dental assistant program or have 18 months on-the-job training as a dental assistant with a California-licensed dentist. The application fee is \$20 and the examination fee is \$80.

Most assistants learn their skills on the job. Dentists look for people who are reliable, can work well with others, and have good manual dexterity. (Source: OOH and CP&BLH)

#### EDUCATION required for employment

<b>Less Than High School</b>	0%
<b>High School or Equivalent</b>	94%
<b>Associate (2 year) Degree</b>	6%
<b>Bachelor (4 year) Degree</b>	0%
<b>Graduate Study</b>	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want workers who will be able to work with in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** A few employers stated that there are modern techniques that Dental Assistants need to learn when assisting dentists with their procedures.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher-level positions, a few promote to supervisory positions. Promotional needs named includes the ability to handle and communicate with people.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 97% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title includes Registered Dental Assistant (RDA).

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$10.00	\$8.79
New, experienced	\$7.00-\$13.50	\$10.00
3 years with firm	\$9.00-\$15.00	\$14.00

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	50%	6%	0%	0%
Dental	63%	0%	19%	6%	0%	0%
Vision	19%	0%	31%	6%	0%	0%
Life	50%	0%	0%	0%	0%	0%
Sick Leave	69%	0%	0%	0%	0%	0%
Vacation	88%	0%	6%	6%	0%	0%
Retirement	50%	0%	19%	0%	6%	0%
Child Care	6%	0%	6%	6%	0%	0%

Some employers offer retirement, pension, or various bonus plans.

### HOURS WORKED

Full-time	28-40 hr/wk	Almost all
Part-time	16-28 hr/wk	Some
Temporary	28 hr/wk	Few
Seasonal	N/A	None

Some employers consider work hours under 35 hrs a week as full time. A few offer a four-day workweek.

### WHERE THE JOBS ARE

Offices and Clinics of Dentists

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +130 employees

7-year growth rate: 26.5%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 9.2% annually. Employer hiring to fill openings from turnover accounted for less than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 16%.

Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	63%
Newspaper Advertisements	88%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	6%
Internet	6%
Colleges/Universities	0%

Other: The Fresno/Madera Dental Society

## FOOD SERVICE MANAGERS

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and /or beverages.

**OES#150261**

**16 Employers Representing 33 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	100	0	0	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	63		38	b
<b>If Required or Preferred: Will training substitute for experience?</b>	13		88	
<b>Is Technical/Vocational Training Required?</b>	13	19	69	d

a-Average experience required for employment is 24 months.

b-Occupational experience named by employers includes an average of 28 months in food service, restaurant or food management related.

d-Types of training named by employers include an average of 32 months in food related training.

□ **SKILLS AND REQUIREMENTS:** Food service and restaurant chains prefer to hire people with degrees in restaurant and institutional food service management. Most employers emphasize personal qualities when hiring managers. Self-discipline, initiative, and leadership ability are essential. Managers must be able to solve problems and concentrate on details. They need good communication skills to deal with customers and suppliers, as well as to motivate and direct their staff. Most restaurant chains and food service management companies have rigorous training programs for management positions through a combination of classroom and on the job training. (Source: OOH)

#### EDUCATION required for employment

<b>Less Than High School</b>	6%
<b>High School or Equivalent</b>	88%
<b>Associate (2 year) Degree</b>	0%
<b>Bachelor (4 year) Degree</b>	6%
<b>Graduate Study</b>	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want basic computer skills. Word processing, spreadsheet, and database were mentioned.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that food service workers should be following and updating food safety procedures to keep up with changes in food safety regulations.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote. Most promote to management or supervisory positions. Promotional needs named include dependability, followed by communication skills and management skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 36% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job titles include shift managers and kitchen managers.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$7.00-\$14.38	\$10.24
3 years with firm	\$8.25-\$17.26	\$12.83

### BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	0%	63%	0%	0%	0%
Dental	19%	0%	63%	0%	6%	0%
Vision	19%	0%	63%	0%	0%	0%
Life	31%	0%	44%	0%	0%	0%
Sick Leave	69%	0%	0%	0%	0%	0%
Vacation	81%	0%	6%	0%	0%	0%
Retirement	0%	0%	44%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a variety of evening or night shifts; a few offer a graveyard shift.

### WHERE THE JOBS ARE

Eating and Drinking Places

Elementary and Secondary Schools

Hotels and Motels

Amusement and Recreation Services

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

### EMPLOYER RESPONSES

TURNOVER: 27.3% annually. Employer hiring to fill openings from turnover accounted for nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 3.1%.

Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	N/A

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	75%
Newspaper Advertisements	81%
Private Employment Agencies	6%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	69%
Trade Journals	0%
Internet	13%
Colleges/Universities	0%

## GUARDS AND WATCH GUARDS

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

**OES#630470**

**15 Employers Representing 707 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	7	0	93	
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	100		0	c
Is Technical/Vocational Training Required?	0	0	100	

c-Employers allowed an average of 6 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Security guards and in-house guards who carry weapons must be registered: application-\$25, fingerprint processing-\$32. Applicants must be 18 years of age and complete a powers-to-arrest training with a score of 100%. Applicants are expected to have good character references, no serious police record, and good health. They should be mentally alert, emotionally stable, and physically fit. Guards must become closely acquainted with the property and people they are associated with. They must show good judgment and common sense, follow directions and directives from supervisors, accurately testify in court, and follow company policy and guidelines. (Source: CP&BLH and OOH)

#### EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

- **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.
- **PROMOTIONAL OPPORTUNITIES:** All employers promote to higher level supervisory or command positions. Promotional needs named include personal relationship skills, communication skills (including writing), supervisory ability and self-motivation.
- **OTHER RELEVANT INFORMATION:** Female employees make up 38% of this workforce. None of the employers surveyed were subject to collective bargaining. An alternate job title is security guard.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$7.00	\$6.25
New, experienced	\$6.25-\$7.50	\$7.00
3 years with firm	\$6.25-\$10.00	\$7.50

### BENEFITS 67% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	0%	0%	40%	0%	0%	0%
Dental	0%	0%	27%	0%	0%	0%
Vision	0%	0%	20%	0%	0%	0%
Life	20%	0%	13%	0%	0%	0%
Sick Leave	40%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	0%	0%
Retirement	0%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	37-40 hr/wk	All
Part-time	13-30 hr/wk	Most
Temporary	15 hr/wk	Few
Seasonal	N/A	None

Almost all employers offer a graveyard shift. Most employers also work a swing or day shift. The larger percentage working swing shift.

### EMPLOYING INDUSTRIES

Miscellaneous Business Services  
(Detective, Guard, and Armored Car Services)  
Amusement and Recreation Services

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2001 Size:** Very large

**7-year growth from 1997 to 2004:** +470 employees

**7-year growth rate:** 26%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 27.4% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2001 growth rate was 8%. Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Very difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	73%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

## HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hairstyles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs.

OES#680050

14 Employers Representing 135 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	86	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	0		100	
If Required or Preferred: Will training substitute for experience?	15		85	
Is Technical/Vocational Training Required?	57	0	43	d

a-Average experience required for employment is 11 months.

d-Types of training named by employers include an average of 13 months in vocational training and obtaining a cosmetology license.

□ **SKILLS AND REQUIREMENTS:** Licenses are required, applicant must have completed a course from an approved school: Apprentices in barbering and cosmetology must be at least 16 years of age, completed the 10<sup>th</sup> grade in high school and completed an approved program. Apprentices in Electrolysis must be 17 years of age, completed the 12<sup>th</sup> grade, and have 40 hours preapprentice training.

License fee: Barber, Cosmetologist and Electrologist, \$50 for examination and license.

The majority of barbers and cosmetologists are self-employed. Self employed barbers and cosmetologists may own the salon in which they work, but they also could lease the booth or chair where they work from the salon's owner. (Source: OOH and CP&BLH)

#### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	93%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that knowledge of new hairstyles and the development of "people" skills is important to success in this occupation.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote. Many promote to management positions. Promotional needs named include people skills and customer service.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. None of the employers surveyed were subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$12.50	\$7.00
New, experienced	\$6.25-\$16.44	\$7.35
3 years with firm	\$7.50-\$21.92	\$11.51

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

A significant amount of additional earnings could come from tips and commissions.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	7%	0%	29%	14%	7%	0%
Dental	7%	0%	21%	7%	7%	0%
Vision	7%	0%	14%	7%	7%	0%
Life	7%	0%	7%	0%	7%	0%
Sick Leave	14%	0%	0%	0%	0%	0%
Vacation	64%	7%	0%	0%	0%	0%
Retirement	7%	0%	7%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	30-40hr/wk	All
Part-time	15-35 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

A few employers mentioned a shift of less than 35 hours as full time. Some work night and evening shifts.

### WHERE THE JOBS ARE

Beauty Shops

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +50 employees

7-year growth rate: 16.1%, average

### EMPLOYER RESPONSES

TURNOVER: 12.6% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 7%. Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified inexperienced applicants when an opening exists.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	100%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	14%
Union Hall Referrals	0%
Walk-in Applicants	71%
Trade Journals	0%
Internet	0%
Colleges/Universities	14%

## HAND PACKERS AND PACKAGERS

Hand Packers and Packagers pack or package by hand a wide variety of products and materials.

OES#989020

18 Employers Representing 3736 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	44	6	50	a
If Required or Preferred: Is Experience in other occupations accepted?	89		11	b
If Required or Preferred: Will training substitute for experience?	56		44	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 10 months in general labor.

c-Some of the employers said 6 months training could be substituted for experience. Most employers desire experience only.

□ **SKILLS AND REQUIREMENTS:** Employers in almost all industries hire entry-level workers to do tasks that require little training, or to assist workers that are more skilled. Employers often hire people without work experience or specific training. Some require a high school diploma. Most employers require workers to be at least 18 years old and physically able to perform the work. Employers may require that applicants pass a physical exam, drug test, or background check prior to work. Employers look for people who are reliable and hard working. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	89%
High School or Equivalent	11%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Employer's responses show that computer skills are not needed for employment.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employer's responses did not mention any emerging technology or skills in this occupation.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Many promote to foreperson positions. Some promote to supervisory positions and some promote to lead person. Promotional needs named include job knowledge, communication skills, fast work, hard work and good attendance.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 44% of this workforce. 6% of the employers are Union or subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.25	\$6.25
New, experienced	\$6.25-\$7.05	\$6.25
3 years with firm	\$6.25-\$10.33	\$7.00

### BENEFITS 61% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	28%	0%	22%	0%	6%	0%
Dental	22%	0%	17%	0%	6%	0%
Vision	11%	0%	17%	0%	6%	0%
Life	44%	0%	0%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	56%	0%	0%	0%	0%	0%
Retirement	11%	0%	28%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Many
Part-time	18 hr/wk	Few
Temporary	20 hr/wk	Few
Seasonal	40-54 hr/wk	Most

Some employers work a graveyard shift. A few employers work swing shifts or twelve-hour shifts.

### WHERE THE JOBS ARE

Grocery Stores

Crop Preparation Service for Market

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2001 Size:** Very large

**7-year growth from 1997 to 2004:** +430 employees

**7-year growth rate:** 20%, faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 5.3% annually. Employer hiring to fill openings from turnover accounted for over one-twentieth of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2001 growth rate was less than 1%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will decline, even fewer believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	83%
Newspaper Advertisements	44%
Private Employment Agencies	11%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	61%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## HOME HEALTH AIDES

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse.

**OES#660110**

**9 Employers Representing 207 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	67	22	11	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	25		75	b
<b>If Required or Preferred: Will training substitute for experience?</b>	25		75	c
<b>Is Technical/Vocational Training Required?</b>	78	0	22	d

a-Average experience required for employment is 11 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 9 months and have a CNA license.

c-Employers allowed an average of 12 months training to be substituted for work experience.

d-Types of training named by employers averages 8 months training and possession of a home health certificate.

□ **SKILLS AND REQUIREMENTS:** Licensing fee is \$15.00. Training requirements include 65 hours of classroom training or 40 hours of supervised clinical training if applicant is a certified nurse assistant. Applicant must undergo a criminal background check. Federal law requires home health aides to pass a competency test. (Source: OOH and CP&BLH)

#### EDUCATION required for employment

<b>Less Than High School</b>	0%
<b>High School or Equivalent</b>	100%
<b>Associate (2 year) Degree</b>	0%
<b>Bachelor (4 year) Degree</b>	0%
<b>Graduate Study</b>	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** None mentioned by employers.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should be familiar with current regulatory changes.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote. Some support promotion to LVN's, RN's, CNA's or have in-house promotions. Promotional need named includes a good medical background.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. None of the employers surveyed were subject to collective bargaining.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$7.75	\$7.70
New, experienced	\$7.00-\$8.80	\$8.00
3 years with firm	\$8.14-\$10.00	\$9.26

Employees may be paid "per visit" instead of by the hour.

### BENEFITS 78% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	22%	0%	56%	11%	0%	0%
Dental	11%	0%	56%	11%	0%	0%
Vision	0%	0%	44%	11%	0%	0%
Life	44%	0%	33%	11%	0%	0%
Sick Leave	44%	11%	22%	0%	0%	0%
Vacation	56%	22%	11%	0%	0%	0%
Retirement	11%	0%	33%	11%	11%	0%
Child Care	0%	0%	11%	0%	0%	0%

Many employers offer various physical and mental health programs and savings retirement programs.

### HOURS WORKED

Full-time	30-40 hr/wk	Most
Part-time	5-25 hr/wk	Most
Temporary	9 hr/wk	Few
Seasonal	N/A	None

A few employers count less than 35 hrs as full time work. Many work swing and graveyard. A few are on call.

### WHERE THE JOBS ARE

Home Health Care Services

Residential Care

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +140 employees

7-year growth rate: 24.6%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 8.2% annually. Employer hiring to fill openings from turnover accounted for more than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 13%.

This occupation will grow over the next two years according to many employers. Almost as many employers believe it will remain stable.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	11%
Employee Referrals	89%
Newspaper Advertisements	78%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	22%
Union Hall Referrals	0%
Walk-in Applicants	89%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## INSTRUCTORS – NONVOCATIONAL EDUCATION

Nonvocational Education Instructors teach or instruct out-of-school youths and adults in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement or nonvocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving.

OES#313170

13 Employers Representing 250 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	0	31	a
If Required or Preferred: Is Experience in other occupations accepted?	33		67	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	38	0	62	d

a-Average experience required for employment is 23 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 12 months in a related occupation.

c-Employers allowed an average of 6 months training to be substituted for work experience.

d-Employers named an average training time of 30 months.

□ **SKILLS AND RESPONSIBILITIES:** Instructors may teach in public or private schools or in an organization whose primary business is other than educational. The education required may be a graduate degree or experience in a related field. Instructor should have the ability to get and impart the needed information to do the job. This job requires social interaction, and may require dealing with physical or aggressive people. (Source: O\*NET)

#### EDUCATION required for employment

Less Than High School	15%
High School or Equivalent	77%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	8%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers want word processing, spreadsheet or general computer office skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that there is always something new to teach in this occupation, but instructors should be current with communication and teaching skills.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions, not as many do not promote. Some promote to management positions. Promotional needs named include dependability, communication skills, teaching skills, further education, management and leadership skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 67% of this workforce. 8% of the employers are Union or subject to collective bargaining. Alternate job title includes Coach.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$12.00	\$8.50
New, experienced	\$7.00-\$17.26	\$9.00
3 years with firm	\$8.00-\$26.70	\$15.00

### BENEFITS 54% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	23%	0%	15%	0%	0%	0%
Dental	15%	0%	8%	0%	0%	0%
Vision	0%	0%	8%	0%	0%	0%
Life	15%	0%	8%	0%	0%	0%
Sick Leave	38%	8%	8%	0%	0%	0%
Vacation	46%	15%	0%	0%	0%	0%
Retirement	15%	0%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	25-40 hr/wk	Most
Part-time	10-32 hr/wk	Most
Temporary	N/A	None
Seasonal	N/A	None

Many employers offer a variety of evening shifts. Some employers consider shifts of less than 32 hr/wk as full time.

### WHERE THE JOBS ARE

Schools and Educational Services

Dance Halls, Studios, and Schools

Civic and Social Associations

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +30 employees

7-year growth rate: 20%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 6% annually. Employer hiring to fill openings from turnover accounted for less than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 5%. Many employers indicated that this occupation will grow over the next two years, some reported it will remain stable, a few employers believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	100%
Newspaper Advertisements	85%
Private Employment Agencies	8%
EDD	8%
School Program Referrals	23%
Union Hall Referrals	0%
Walk-in Applicants	54%
Trade Journals	0%
Internet	15%
Colleges/Universities	0%

## INTERNET WEB SITE DESIGNERS/DEVELOPERS (WEBMASTERS)

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users.

**Non-OES#031064999**

**15 Employers Representing 29 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	36		64	b
If Required or Preferred: Will training substitute for experience?	80		20	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 22 months.

b-Other experience named by employers shows they prefer workers who have previously worked at least 14 months in a job requiring computer knowledge, such as graphics or service.

c-Employers allowed an average of 21 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** There is no universally accepted way to prepare for a job as a computer professional. Relevant work experience is very important. As demonstrated by the demand for workers with skills related to the Internet or World Wide Web, employers often scramble to find workers capable of implementing "hot" new technologies. For more complex jobs, persons with graduate degrees are preferred. A growing number of computer professionals are employed on a temporary or contract basis—many of which are self-employed. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want database and word processing, most want spreadsheet or desktop publishing. The most mentioned skills were familiarity with NT and UNIX/LINUX operating systems and Microsoft tools. Content creations most mentioned were Text—HTML and HOMESITE, Graphics—ADOBE/PhotoShop, Programming—FLASH/Macromedia, JAVA, and ASP language.

□ **EMERGING TECHNOLOGY AND SKILLS:** *Webmasters* are responsible for all technical aspects of a website, including performance issues such as speed of access, and for approving site content. *Internet or web developers*, also called *web designers*, are responsible for day-to-day site design and creation. (Source: OOH)

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers do not promote to higher-level positions, some do promote to management positions. Promotional needs named include programming skills and communication skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 28% of this workforce. . 7% of the employers are Union or subject to collective bargaining. Alternate job title includes Web Technician.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$9.59-\$23.01	\$14.38
3 years with firm	\$16.78-\$26.37	\$19.18

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	27%	0%	47%	13%	0%	0%
Dental	13%	0%	40%	13%	0%	0%
Vision	7%	0%	40%	7%	0%	0%
Life	60%	7%	7%	0%	0%	0%
Sick Leave	80%	7%	0%	7%	0%	0%
Vacation	80%	7%	0%	7%	0%	0%
Retirement	7%	0%	67%	13%	0%	0%
Child Care	0%	0%	7%	0%	0%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	20-25 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

### WHERE THE JOBS ARE

Information Retrieval Services

Computer Programming Services

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

### EMPLOYER RESPONSES

TURNOVER: 13.8% annually. Employer hiring to fill openings from turnover accounted for more than one-third of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 26%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants may encounter some competition in their job search

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	47%
Newspaper Advertisements	47%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	40%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	20%
Internet	47%
Colleges/Universities	40%

## LICENSED VOCATIONAL NURSES

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

OES#325050

16 Employers Representing 579 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	50	13	a
If Required or Preferred: Is Experience in other occupations accepted?	29		71	b
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	81	0	19	d

a-Average experience required for employment is 11 months.

b-Other occupational experience named by employers includes an average of 13 months as a CNA or in the medical/health related fields.

c-Employers allowed an average of 10 months training to be substituted for work experience.

d-Types of training named by employers include an average of 15 months LVN training.

□ **SKILLS AND REQUIREMENTS:** The LVN application fee is \$50, the examination fee is \$88, fingerprint processing is \$56, and the license is \$75. Experience requirements include one of the following: (1) graduate of accredited California school of vocational nursing; (2) graduate of out-of-state school of vocational nursing; (3) military nursing experience; (4) graduate of approved California school of vocational nursing and 36 months of paid experience; or, (5) equivalent education or experience. LVN's work under the direction of physicians and Registered Nurses. They must be able to follow orders and work under close supervision. (Source: CP&BLH and OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	50%
Associate (2 year) Degree	38%
Bachelor (4 year) Degree	6%
Graduate Study	6%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers use in-house computer programs. A few employers want word processing, spreadsheet and/or database experience.

□ **EMERGING TECHNOLOGY AND SKILLS:** A few employers stated that workers should be in continual training in order to be current with regulatory changes.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote. Some promote to management, supervisory, administrative, or RN positions. Promotional needs named includes continued education (e.g. RN training), good personal relations and good communications skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title includes director. Employers surveyed mentioned that the OES occupational title for LVN's was too broad, the definition as given could include Certified Nursing Assistants (CNA's).

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$10.90-\$16.00	\$12.80
New, experienced	\$12.00-\$18.00	\$14.50
3 years with firm	\$13.00-\$18.00	\$16.00

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	44%	0%	56%	19%	0%	0%
Dental	31%	0%	56%	19%	13%	0%
Vision	19%	0%	56%	19%	0%	0%
Life	50%	6%	31%	6%	0%	0%
Sick Leave	75%	13%	6%	6%	0%	0%
Vacation	81%	25%	13%	0%	6%	0%
Retirement	13%	6%	38%	13%	19%	0%
Child Care	6%	6%	0%	0%	0%	0%

A Few employers offer a 403 B, 401 K retirement plan.

### HOURS WORKED

Full-time	36-42 hr/wk	All
Part-time	16-36 hr/wk	Most
Temporary	8-20 hr/wk	Some
Seasonal	N/A	None

Many employers offer a graveyard or a swing shift. Some work a 12-hour shift, and a few employers have LVN's on call.

### WHERE THE JOBS ARE

Nursing and Personal Care Facilities  
Hospitals  
Home Health Care Services  
Skilled Nursing Care Facilities  
Offices and Clinics of Medical Doctors

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Large

7-year growth from 1997 to 2004: +130 employees

7-year growth rate: 13.3%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 29.4% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 1%. Most employers indicated that this occupation would grow over the next two years, some believe it will remain stable.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	100%
Newspaper Advertisements	94%
Private Employment Agencies	0%
EDD	19%
School Program Referrals	25%
Union Hall Referrals	0%
Walk-in Applicants	44%
Trade Journals	0%
Internet	19%
Colleges/Universities	6%

## MEDICAL RECORDS TECHNICIANS

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

OES#329110

16 Employers Representing 100 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	13	38	50	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	100		0	c
Is Technical/Vocational Training Required?	31	6	63	d

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers includes an average of 8 months medical or office experience.

c-Employers allowed an average of 9 months training to be substituted for work experience.

d-Types of training named by employers include an average of 13 months in medical records.

□ **SKILLS AND REQUIREMENTS:** Medical Records Technologists entering the field usually have an associate degree from a community or junior college. Training may include medical terminology, anatomy, physiology, legal aspects of health information, database management, quality improvement methods, and computer training. (Source: O\*NET DOT, OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want general computer skills to handle word processing or work with in-house programs such as Medical Manager or Health Pro. Some want spreadsheet or database training; a few want desktop publishing.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know current medical terminology and utilization of electronic medical records. Interpersonal skills, dealing with people, should be updated.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote. Some promote to general office positions—billing, bookkeeping, and transcription. Promotional needs named include computer knowledge and skills, communication skills, phone skills, and medical terminology knowledge.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 93% of this workforce. None of the employers surveyed were subject to collective bargaining. An alternate job title is Medical Records Clerk.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.75-\$8.40	\$7.00
New, experienced	\$7.04-\$10.50	\$8.00
3 years with firm	\$8.00-\$13.27	\$9.99

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	13%	44%	13%	0%	0%
Dental	38%	13%	38%	6%	13%	0%
Vision	31%	6%	25%	6%	13%	0%
Life	69%	6%	19%	6%	0%	6%
Sick Leave	75%	19%	13%	6%	0%	0%
Vacation	88%	19%	6%	6%	0%	0%
Retirement	25%	13%	44%	6%	13%	0%
Child Care	13%	0%	0%	0%	6%	6%

A few employers offer a retirement plan.

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	18-32 hr/wk	Some
Temporary	15 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing, graveyard or non-traditional shift hours.

### WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors  
Nursing and Personal Care Facilities  
Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +80 employees

7-year growth rate: 27.6%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 15% annually. Employer hiring to fill openings from turnover accounted for just over two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 8%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Not difficult

Employer demand is considerably greater than the supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants may encounter no competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	81%
Newspaper Advertisements	94%
Private Employment Agencies	19%
EDD	0%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Other medical offices

## MEDICAL SECRETARIES

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

OES#551050

14 Employers Representing 330 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	71	29	0	a
If Required or Preferred: Is Experience in other occupations accepted?	92		8	b
If Required or Preferred: Will training substitute for experience?	57		43	c
Is Technical/Vocational Training Required?	21	21	57	d

a-Average experience required for employment is 18 months.

b-Other occupational experience named by employers is an average of 12 months in medical and secretarial fields.

c-Employers allowed an average of 11 months training to be substituted for work experience.

d-Types of training named by employers include an average of 8 months general medical training.

□ **SKILLS AND REQUIREMENTS:** Most medical secretaries need to be familiar with insurance rules, billing practices, and hospital or laboratory procedures. Secretaries should have postsecondary vocational training with clerical and computer knowledge. They should have active listening skills and the ability to deal with external customers. (Source: OOH and O\*NET DOT)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	93%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, spreadsheet and database skills, and some want desktop publishing. Most employers mentioned the use of in-house medical programs. The programs most named were Medical Manager and Medisoft.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers responses did not mention any emerging technology or skills in this occupation.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions, not as many do not promote. Some promote to management or supervisory positions, Promotional needs named include job knowledge and continuing education.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job titles include Administrative Secretary and Receptionist.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$11.00	\$7.70
New, experienced	\$7.00-\$12.00	\$9.75
3 years with firm	\$9.00-\$15.50	\$11.54

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	7%	0%	0%
Dental	57%	0%	21%	7%	7%	0%
Vision	50%	0%	21%	7%	0%	0%
Life	79%	0%	7%	7%	7%	0%
Sick Leave	93%	0%	7%	7%	0%	0%
Vacation	93%	0%	7%	7%	0%	0%
Retirement	36%	0%	64%	7%	0%	0%
Child Care	14%	0%	0%	0%	7%	0%

Some employers offer a variety of bonus and savings programs.

### HOURS WORKED

Full-time	35-40 hr/wk	All
Part-time	20-30 hr/wk	Some
Temporary	10-30 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing and graveyard shifts.

### WHERE THE JOBS ARE

Offices and Clinics of Dentists

Offices and Clinics of Medical Doctors

Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +10 employees

7-year growth rate: 2.9%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 7.9% annually. Employer hiring to fill openings from turnover accounted for just under three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 2%. Almost all employers indicated that this occupation would remain stable over the next two years, a few believe it will grow.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	21%
Employee Referrals	71%
Newspaper Advertisements	86%
Private Employment Agencies	21%
EDD	0%
School Program Referrals	14%
Union Hall Referrals	0%
Walk-in Applicants	43%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

## PHARMACY TECHNICIANS

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

OES#325180

16 Employers Representing 86 Employees in Fresno County

### EMPLOYER RESPONSES

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	31	31	38	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	69	13	19	d

a-Average experience required for employment is 6 months.

b-Employers surveyed gave an average of 9 months experience.

c-Employers allowed an average of 4 months training to be substituted for work experience.

d-Types of training named by employers include an average of 8 months in vocational trade school with Pharmacy Technician training (class or program).

□ **SKILLS AND REQUIREMENTS:** Required experience includes 1500 hours as a pharmacy clerk or one year and a minimum of 1500 hours performing duties of a pharmacy technician—application \$50; fingerprint processing \$42. Pharmacy assistants are almost always trained on-the-job. They may begin by observing a more experienced worker. Strong interpersonal and communication skills are needed because there is a lot of interaction with patients, coworkers, and health care professionals. Teamwork is very important because technicians are often required to work with other technicians. (Source: CP&BLH and OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want general computer knowledge; some employers desire database skills and use in-house pharmacy programs. A few employers want spreadsheet or word processing skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do not promote to higher-level positions, some do promote. Promotional needs named include education, license and computer knowledge.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 79% of this workforce. 19% of the employers are Union or subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$13.00	\$8.00
New, experienced	\$7.00-\$14.00	\$10.00
3 years with firm	\$9.00-\$17.00	\$12.90

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	19%	6%	50%	0%	6%	0%
Dental	25%	6%	31%	0%	6%	0%
Vision	13%	6%	31%	0%	6%	0%
Life	19%	0%	6%	6%	13%	0%
Sick Leave	81%	6%	0%	0%	0%	0%
Vacation	94%	13%	0%	0%	0%	0%
Retirement	31%	0%	31%	6%	6%	0%
Child Care	0%	0%	0%	0%	6%	0%

Some employers offer a year-end bonus.

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	24-30 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

A few employers consider work hours under 35 hrs a week as full time. A few work a swing shift.

### WHERE THE JOBS ARE

Drug stores and proprietary stores  
Department Stores

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +50 employees

7-year growth rate: 17.2%, average

### EMPLOYER RESPONSES

TURNOVER: 11.6% annually. Employer hiring to fill openings from turnover accounted for just under three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 9%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow. A few employers reported that it would decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	75%
Newspaper Advertisements	44%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	44%
Union Hall Referrals	0%
Walk-in Applicants	31%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

## RADIOLOGIC TECHNOLOGISTS

Radiologic Technologists take X-rays and CAT scans or administer nonradioactive materials into patients blood stream for diagnostic purposes.

**OES#329190**

**15 Employers Representing 176 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	67	27	7	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	21		79	b
<b>If Required or Preferred: Will training substitute for experience?</b>	36		64	c
<b>Is Technical/Vocational Training Required?</b>	80	0	20	d

a-Average experience required for employment is 15 months.

b-Other occupational experience named by employers is an average of 14 months in X-ray or ultrasound.

c-Employers allowed an average of 7 months training to be substituted for work experience.

d-Training named by employers was an average of 16 months radiologic training.

□ **SKILLS AND REQUIREMENTS:** Radiography programs require a high school diploma or the equivalent. High school courses in mathematics, physics, chemistry, and biology are helpful. To be eligible for registration, technologists generally must graduate from an accredited program and pass an examination. Many employers prefer to hire registered radiographers and sonographers. Certification requirements include completion of an approved 2-year academic program and clinical experience. Cost of application is from \$55.56 to \$81.81. (Source: CP&BLH, OOH)

#### EDUCATION required for employment

<b>Less Than High School</b>	0%
<b>High School or Equivalent</b>	73%
<b>Associate (2 year) Degree</b>	27%
<b>Bachelor (4 year) Degree</b>	0%
<b>Graduate Study</b>	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing skills; some employers have in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers responding stated that workers should upgrade their equipment skills.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers don't promote to higher-level positions, some do promote. A few promote to supervisory positions. Promotional needs named include more education and updated skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 59% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title for this occupation is X-ray Technician.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$17.00	\$13.62
New, experienced	\$12.00-\$20.00	\$15.96
3 years with firm	\$14.00-\$24.00	\$18.20

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	40%	7%	0%	0%
Dental	40%	0%	40%	7%	7%	0%
Vision	33%	0%	27%	7%	7%	0%
Life	87%	0%	7%	7%	0%	0%
Sick Leave	87%	0%	7%	7%	0%	0%
Vacation	87%	0%	7%	7%	0%	0%
Retirement	40%	0%	47%	7%	0%	0%
Child Care	7%	0%	0%	0%	7%	0%

### HOURS WORKED

Full-time	40 hr/wk	Almost all
Part-time	15-32 hr/wk	Some
Temporary	10-32 hr/wk	Some
Seasonal	N/A	None

Some employers work a swing or graveyard shift.

### WHERE THE JOBS ARE

Offices & Clinics of Medical Doctors  
Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2002 Size:** Small

**7-year growth from 1997 to 2004:** +60 employees

**7-year growth rate:** 18.8%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 6.3% annually. Employer hiring to fill openings from turnover accounted for less than one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 6.7%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

**How difficult is it to find applicants?**

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	14%
Employee Referrals	86%
Newspaper Advertisements	86%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	21%
Union Hall Referrals	0%
Walk-in Applicants	43%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%

Other: Word of Mouth

## RECEPTIONISTS AND INFORMATION CLERKS

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties.

OES#553050

27 Employers Representing 64 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	37	48	15	a
If Required or Preferred: Is Experience in other occupations accepted?	86		14	b
If Required or Preferred: Will training substitute for experience?	65		35	c
Is Technical/Vocational Training Required?	7	7	85	

a-Average experience required for employment is 12 months.

b-Employers accepted an average of 10 months experience working with people in an office or a clerical position.

c-Employers allowed an average of 7 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Increasingly, receptionists use multi-line telephone systems, personal computers, and fax machines. When they are not busy with callers, most receptionists are expected to perform a variety of office duties including opening and sorting mail, collecting and distributing parcels, making fax transmittals and deliveries, updating appointment calendars, preparing travel vouchers and performing basic bookkeeping, word processing, and filing. They are often the first representatives of an organization a visitor encounters. So they need to be courteous, professional, and helpful. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	4%
High School or Equivalent	96%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing skills; some employers want spreadsheet and/or database skills. M/S WORD and EXCEL were the most mentioned programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that employees need to learn to work with people. Good verbal skills in English and Spanish were mentioned.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions; some do not promote. Some promote to administration assistant or secretary. A few promote to accounting, billing or finance; a few promote to customer service, claims, office manager or coordinator. Promotional needs named include communication skills, computer skills, office knowledge and experience, and good customer skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 91% of this workforce. 7% of the employers are Union or subject to collective bargaining.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$10.16	\$7.50
New, experienced	\$6.25-\$11.22	\$8.00
3 years with firm	\$7.50-\$13.34	\$10.00

### BENEFITS 96% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	54%	0%	4%	0%
Dental	31%	0%	42%	0%	8%	0%
Vision	27%	0%	35%	0%	4%	0%
Life	58%	0%	19%	0%	4%	0%
Sick Leave	81%	0%	8%	0%	0%	0%
Vacation	85%	0%	8%	0%	0%	0%
Retirement	15%	4%	65%	0%	8%	0%
Child Care	0%	0%	4%	0%	4%	0%

A few employers offer an end of year bonus

### HOURS WORKED

Full-time	37-45 hr/wk	Almost all
Part-time	20-30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

### WHERE THE JOBS ARE

Offices and Clinics of Doctors of Medicine  
 Legal Services  
 Commercial Banks  
 Colleges and Universities  
 Real Estate Agents and Managers  
 Hospitals

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +410 employees

7-year growth rate: 15%, average

### EMPLOYER RESPONSES

TURNOVER: 20.3% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 10%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will grow, even fewer believe it will decline.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	31%
Employee Referrals	69%
Newspaper Advertisements	85%
Private Employment Agencies	27%
EDD	8%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	8%
Colleges/Universities	8%

## REGISTERED NURSES

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required.

**OES#325020**

**16 Employers Representing 1246 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	50	31	19	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	23		77	b
<b>If Required or Preferred: Will training substitute for experience?</b>	38		62	c
<b>Is Technical/Vocational Training Required?</b>	81	0	19	d

a-Average experience required for employment is 16 months.

b-Employers response was an average of 36 months in medical field.

c-Employers allowed an average of 15 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 23 months RN training.

□ **SKILLS AND REQUIREMENTS:** It is usually the work setting that determines day-to-day job duties. Nurses may spend considerable time walking and standing. They need emotional stability to cope with human suffering, emergencies, and other stresses. Nurses should be caring and sympathetic. They must be able to accept responsibility, direct or supervise others, follow orders precisely, and determine when consultation is required. Experience requirements for licensing include completion of professional nursing program in approved school of nursing or by additional preparation by licensed vocational nurses or military corpsmen. Application, fingerprinting and License: \$105, Examination: \$75. (Source: CP&BLH and OOH)

#### EDUCATION required for employment

<b>Less Than High School</b>	0%
<b>High School or Equivalent</b>	31%
<b>Associate (2 year) Degree</b>	31%
<b>Bachelor (4 year) Degree</b>	31%
<b>Graduate Study</b>	6%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing, a few want spreadsheet and/or database. Some employers seek applicants that are able to use basic and in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated the need for continuing education in the nursing field.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Some promote to Nursing Director or supervisor. A few promote to administration or management. Promotional needs named include continuing education, communication, organization, management and supervisory skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 90% of this workforce. 13% of the employers are Union or subject to collective bargaining. A few use Charge Nurse as an alternate job title.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$14.55-\$19.29	\$18.00
New, experienced	\$15.42-\$23.00	\$19.00
3 years with firm	\$17.00-\$28.00	\$23.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	56%	13%	44%	13%	0%	0%
Dental	38%	6%	50%	13%	13%	6%
Vision	38%	6%	44%	13%	0%	0%
Life	44%	13%	44%	6%	0%	0%
Sick Leave	88%	13%	13%	6%	0%	0%
Vacation	88%	19%	6%	0%	0%	0%
Retirement	6%	0%	81%	19%	6%	6%
Child Care	0%	0%	6%	0%	0%	0%

A few employers offer retirement or cafeteria plans.

### HOURS WORKED

Full-time	35-42 hr/wk	All
Part-time	20-36 hr/wk	Most
Temporary	10-19 hr/wk	Few
Seasonal	N/A	None

Most employers offer graveyard shifts; some work swing shifts. Some employers offer variable night shifts and 12-hour shifts.

### WHERE THE JOBS ARE

General Medical and Surgical Hospitals  
Skilled Nursing Care Facilities

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001Size: Very large

7-year growth from 1997 to 2004: +740 employees

7-year growth rate: 19.5%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 2.9% annually. Employer hiring to fill openings from turnover accounted for more than two-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 3%. Almost all employers indicated that this occupation would grow over the next two years, a few believe it will remain stable.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Very difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	94%
Newspaper Advertisements	88%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	19%
Union Hall Referrals	0%
Walk-in Applicants	50%
Trade Journals	0%
Internet	13%
Colleges/Universities	6%

## SALESPERSONS-RETAIL (EXCEPT VEHICLE SALES)

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

OES#490112

18 Employers Representing 1362 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	39	28	33	a
If Required or Preferred: Is Experience in other occupations accepted?	75		25	b
If Required or Preferred: Will training substitute for experience?	92		8	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 9 months.

b-Other experience named by employers includes and average of 9 months in customer service.

c-Employers allowed an average of 7 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** There usually are no formal education requirements for this type of work, although a high school diploma or equivalent is increasingly preferred. Employers look for people who enjoy working with others and have the tact and patience to deal with difficult customers. Among other desirable characteristics are an interest in sales work, a neat appearance, and the ability to communicate clearly and effectively. The ability to speak more than one language may be helpful for employment in stores in communities where people from various cultures tend to live and shop. Before hiring a salesperson, some employers may conduct a background check. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	39%
High School or Equivalent	61%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Almost all promote to management positions; some promote to supervisory or lead person positions. Promotional needs named include occupational knowledge, a memory for details, punctuality and self-motivation.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 62% of this workforce. None of the employers surveyed were subject to collective bargaining. Alternate job title is sales associates.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$6.25-\$6.75	\$6.25
New, experienced	\$6.25-\$10.00	\$6.88
3 years with firm	\$6.75-\$15.00	\$8.00

### BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	22%	0%	72%	0%	0%	0%
Dental	17%	0%	72%	0%	0%	0%
Vision	11%	0%	44%	0%	0%	0%
Life	72%	0%	17%	0%	0%	0%
Sick Leave	83%	6%	0%	0%	0%	0%
Vacation	89%	6%	0%	0%	0%	0%
Retirement	11%	6%	67%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	15 hr/wk	Few
Seasonal	N/A	None

A few employers offer swing and graveyard shifts.

### WHERE THE JOBS ARE

Department Stores  
Stationary Stores  
Miscellaneous Retail Stores  
Sporting Goods Stores and Bicycle Shops  
Book Stores

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: N/A

7-year growth from 1997 to 2004: N/A

7-year growth rate: N/A

### EMPLOYER RESPONSES

TURNOVER: 23% annually. Employer hiring to fill openings from turnover accounted for less than four-fifths of all hiring during the last 12 months.  
GROWTH: Employers reported that the year 2001 growth rate was over 4%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	83%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	72%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

## TEACHERS AND INSTRUCTORS-VOCATIONAL EDUCATION

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

OES#313140

15 Employers Representing 321 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	93	7	0	a
If Required or Preferred: Is Experience in other occupations accepted?	27		73	b
If Required or Preferred: Will training substitute for experience?	13		87	
Is Technical/Vocational Training Required?	40	7	53	d

a-Average experience required for employment is 31 months.

b-Other experience named by employers includes and average of 24 months in a job related to instruction.

d-Types of training named by employers include an average of 22 months in a related field.

□ **SKILLS:** Adult vocational-technical education teachers provide instruction for occupations that do not require a college degree. Teachers must be aware of new standards and develop lesson plans to ensure that students meet basic criteria. Nationally, about one-fifth of the adult and vocational education teachers are self-employed. Teachers should communicate and relate well with students, enjoy working with them, and be able to motivate them. Instructors must be patient, understanding, and supportive to make students comfortable, develop trust, and help students better understand concepts. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	60%
Associate (2 year) Degree	20%
Bachelor (4 year) Degree	13%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing and/or spreadsheet, some want database, a few want desktop publishing. Software most mentioned by employers was M/S office and EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should be familiar with current health and safety issues, and have up to date teaching experience.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, many do not promote. Some promote to management positions, a few to director or assistant director. Promotional needs named include communication, dependability, and additional education.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 51% of this workforce. 13% of the employers are Union or subject to collective bargaining.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$6.25-\$20.14	\$12.00
3 years with firm	\$9.00-\$23.01	\$15.00

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	33%	7%	7%	7%
Dental	33%	0%	27%	7%	7%	7%
Vision	33%	0%	20%	7%	0%	0%
Life	40%	0%	7%	0%	7%	7%
Sick Leave	67%	0%	0%	7%	0%	0%
Vacation	93%	13%	0%	7%	0%	0%
Retirement	20%	0%	20%	7%	0%	0%
Child Care	0%	0%	0%	0%	7%	7%

### HOURS WORKED

Full-time	35-40 hr/wk	Almost all
Part-time	3-25 hr/wk	Many
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer work hours of less than 35 hr/wk and call it full time. A few offer a swing shift and some work special evening shifts.

### WHERE THE JOBS ARE

Vocational Schools  
Colleges and Universities  
Schools and Educational Services  
Beauty Shops  
Business and Secretarial Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size, Medium

7-year growth from 1997 to 2004: +90 employees

7-year growth rate: 20.5%, faster than average

### EMPLOYER RESPONSES

TURNOVER: 18.1% annually. Employer hiring to fill openings from turnover accounted for more than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 9%. Most employers indicated that this occupation would grow over the next two years, some believe it remain stable.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	0%
Employee Referrals	67%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	27%
Union Hall Referrals	0%
Walk-in Applicants	67%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: from students

## TEACHERS – SECONDARY SCHOOL

Secondary School Teachers instruct students in public or private high schools in one or more subjects such as English, mathematics, or social studies.

OES#313080

15 Employers Representing 762 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	47	20	a
If Required or Preferred: Is Experience in other occupations accepted?	30		70	b
If Required or Preferred: Will training substitute for experience?	42		58	c
Is Technical/Vocational Training Required?	36	0	64	d

a-Average experience required for employment is 13 months.

b-Employers answering "yes" gave an average of 18 months.

c-Employers allowed an average of 11 months training to be substituted for work experience.

d-Training time named by employers came to an average of 36 months for license and student teaching.

□ **SKILLS AND REQUIREMENTS:** Public school teachers must have at least a bachelor's degree, complete an approved teacher education program and be licensed. License may not be required for teachers in private schools. In addition to being knowledgeable in their subject, the ability to communicate, inspire trust and confidence, and motivate students, as well as to understand their educational and emotional needs, is essential for teachers. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in higher student achievement. They also should be organized, dependable, patient, and creative. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	7%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	73%
Graduate Study	20%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, many want spreadsheet, some want database or desktop publishing. The most mentioned software programs were M/S WORD and EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should have continual training in order to understand new educational standards.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Many promote to principal or vice principal positions; some promote to administration or counseling positions; a few promote to learning or project director. Promotional needs named include additional educational training, work experience, and the ability to work with children and other teachers.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 51% of this workforce. 80% of the employers are Union or subject to collective bargaining.



## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience Union, Non-Union	\$15.60-\$22.36	\$18.04
New, experienced Union, Non-Union	\$13.81-\$25.71	\$19.56
3 years with firm Union, Non-Union	\$14.96-\$27.57	\$20.46

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

Some employers give a pay bonus to multilingual instructors, and pay increases for added educational training.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	53%	20%	0%	0%
Dental	47%	0%	40%	20%	0%	0%
Vision	47%	0%	33%	20%	0%	0%
Life	40%	0%	13%	0%	13%	13%
Sick Leave	80%	20%	7%	7%	0%	0%
Vacation	40%	0%	0%	7%	0%	0%
Retirement	33%	0%	53%	27%	0%	0%
Child Care	7%	0%	0%	0%	7%	7%

### HOURS WORKED

Full-time	35-45 hr/wk	All
Part-time	15-24 hr/wk	Some
Temporary	N/A	None
Seasonal	N/A	None

All employers surveyed offered dayshift work only.

### WHERE THE JOBS ARE

Elementary and Secondary Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Very large

7-year growth from 1997 to 2004: +950 employees

7-year growth rate: 27.7%, much faster than average

### EMPLOYER RESPONSES

TURNOVER: 8.8% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was over 1%.

Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow, a few employers reported that it would decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	53%
Newspaper Advertisements	60%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	0%
Internet	33%
Colleges/Universities	53%

Other: job fairs.

## TEACHERS – SPECIAL EDUCATION

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students.

OES#313110

18 Employers Representing 170 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	22	61	17	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	33		67	c
Is Technical/Vocational Training Required?	18	0	82	

a-Average experience required for employment is 21 months.

b-Other occupational experience named by employers includes an average of 12 months in special needs and handicapped related occupations or standard teaching experience.

c-Employers allowed an average of 14 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** California Basic Educational Skills Test (CBEST) required of most first time applicants. Special education teachers must be patient, able to motivate students, understanding of their students' special needs, and accepting of differences in others. Teachers must be creative and apply different types of teaching methods to reach students who are having difficulty. Communication and cooperation are essential traits because special education teachers spend a great deal of time interacting with others, including students, parents, and school faculty and administrators. (Source: CP&BLH and OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	0%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	39%
Graduate Study	61%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, many want spreadsheet and some want desktop publishing or database. The most mentioned software programs mentioned were M/S WORD and EXCEL. Some employers mentioned various in-house programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know changes in the laws and records keeping, especially in related medical fields.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote. Some promote to assistant principal, vice principal or principal; others promote to a director's positions. Promotional needs named include advanced degrees and licenses, continued education, and supervisory or leadership experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 75% of this workforce. 89% of the employers are Union or subject to collective bargaining. Alternate job titles include Resource Specialist and Special Day Class teacher.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
<b>New, no experience</b> Union, Non-Union	\$14.96-\$21.96	\$19.56
<b>New, experienced</b> Union, Non-Union	\$14.38-\$25.64	\$20.74
<b>3 years with firm</b> Union, Non-Union	\$16.15-\$27.57	\$21.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

A few employers give a pay bonus to multilingual instructors.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
<b>Medical</b>	61%	6%	33%	11%	0%	0%
<b>Dental</b>	67%	6%	22%	11%	0%	0%
<b>Vision</b>	67%	6%	22%	11%	0%	0%
<b>Life</b>	39%	0%	11%	11%	11%	6%
<b>Sick Leave</b>	89%	28%	0%	0%	0%	0%
<b>Vacation</b>	33%	0%	0%	0%	0%	0%
<b>Retirement</b>	22%	0%	56%	22%	6%	6%
<b>Child Care</b>	11%	0%	0%	0%	6%	0%

### HOURS WORKED

<b>Full-time</b>	35-40 hr/wk	Almost all
<b>Part-time</b>	10-18 hr/wk	Some
<b>Temporary</b>	N/A	None
<b>Seasonal</b>	N/A	None

All employers surveyed offered dayshift work only.

### WHERE THE JOBS ARE

Elementary and Secondary Schools

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

**2001 Size:** Large

**7-year growth from 1997 to 2004:** +430 employees

**7-year growth rate:** 36.1%, much faster than average

### EMPLOYER RESPONSES

**TURNOVER:** 12.9% annually. Employer hiring to fill openings from turnover accounted for just over four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2001 growth rate was 3%. Most employers indicated that this occupation would remain stable over the next two years, some believe it will grow, and a few believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Very difficult
<b>Inexperienced:</b>	Very difficult

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
<b>In-house Promotion or Transfer</b>	0%
<b>Employee Referrals</b>	35%
<b>Newspaper Advertisements</b>	71%
<b>Private Employment Agencies</b>	0%
<b>EDD</b>	0%
<b>School Program Referrals</b>	18%
<b>Union Hall Referrals</b>	0%
<b>Walk-in Applicants</b>	12%
<b>Trade Journals</b>	6%
<b>Internet</b>	35%
<b>Colleges/Universities</b>	76%

Other: Job fairs

## TELEPHONE AND CABLE T.V. LINE INSTALLERS AND REPAIRERS

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

OES#857020

15 Employers Representing 391 Employees in Fresno County

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	87	7	7	a
If Required or Preferred: Is Experience in other occupations accepted?	85		15	b
If Required or Preferred: Will training substitute for experience?	93		7	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 19 months.

b-Other occupational experience named by employers includes an average of 17 months in communications related or electrical/electrician experience.

c-Employers allowed an average of 16 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Line installers and repairers are trained on the job and most employers generally require only a high school diploma. Technical knowledge of electricity and electronics obtained through vocational programs, community colleges, or experience in the Armed Forces is preferred. Prospective employees should possess a basic knowledge of math and mechanical ability. Customer service and interpersonal skills are also important, because the work entails climbing and other physical activity. Applicants should have stamina, coordination and must be unafraid of heights. The ability to distinguish colors is necessary because wires and cables may be coded by color. (Source: OOH)

#### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### OTHER INFORMATION

□ **COMPUTER SKILLS DESIRED FOR EMPLOYMENT:** Computer skills were not stated as desired for this occupation, but employers did mention that computer familiarity would be important when handling modern field service equipment.

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, some do not promote. Most promote to field supervisors or field lead technicians; some promote to management or foremen positions. Promotional needs named include self-motivation, job knowledge (both electrical and line experience), and communication skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. 27% of the employers are Union or subject to collective bargaining. Alternate job titles include Line Technician and Field Lineman.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.25-\$8.00 N/A	\$7.13 N/A
New, experienced Union	\$8.00-\$12.00 \$9.00-\$14.00	\$12.00 \$10.54
3 years with firm Union	\$14.00-\$16.00 \$13.00-\$24.00	\$15.00 \$14.50

### BENEFITS 93% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	47%	0%	0%	0%
Dental	40%	0%	47%	0%	0%	0%
Vision	27%	0%	13%	0%	0%	0%
Life	93%	0%	0%	0%	0%	0%
Sick Leave	73%	0%	0%	0%	0%	0%
Vacation	93%	0%	0%	0%	0%	0%
Retirement	7%	0%	80%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40-50 hr/wk	All
Part-time	15-27 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer a swing shift. A few work a graveyard shift.

### WHERE THE JOBS ARE

Electrical Work

Telephone Communications

Cable and Other Pay TV Services

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Small

7-year growth from 1997 to 2004: +20 employees

7-year growth rate: 7.1%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 19.4% annually. Employer hiring to fill openings from turnover accounted for three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 13%.

All employers interviewed agreed that this occupation would remain stable over the next two years.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	73%
Newspaper Advertisements	80%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	73%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

## WELDERS AND CUTTERS

Welders and Cutters use flame cutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

**OES#939140**

**17 Employers Representing 114 Employees in Fresno County**

### EMPLOYER REQUIREMENTS

#### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
<b>Is Prior Experience Required in this Occupation?</b>	94	0	6	a
<b>If Required or Preferred: Is Experience in other occupations accepted?</b>	13		88	
<b>If Required or Preferred: Will training substitute for experience?</b>	63		38	c
<b>Is Technical/Vocational Training Required?</b>	6	0	94	

a-Average experience required for employment is 24 months.

c-Employers allowed an average of 23 months training to be substituted for work experience.

□ **SKILLS AND REQUIREMENTS:** Welders and cutters may work outdoors in inclement weather or indoors, sometimes in a confining area designed to contain sparks and glare. When outdoors, they may work on a scaffold or platform high off the ground. Training for welders can range from a few weeks of school or on-the-job training for low skilled positions to several years of combined school and on-the-job training for highly skilled jobs. Some welders become certified, a process whereby the employer sends a worker to an institution such as an independent testing labor technical school, to weld a test specimen to specific codes and standards required by the employer. Welders and cutters need good eyesight, hand-eye coordination, and manual dexterity, they should be able to concentrate on detailed work for long periods and be able to bend, stoop, and work in awkward positions. (Source: OOH)

#### EDUCATION required for employment

<b>Less Than High School</b>	41%
<b>High School or Equivalent</b>	59%
<b>Associate (2 year) Degree</b>	0%
<b>Bachelor (4 year) Degree</b>	0%
<b>Graduate Study</b>	0%

### OTHER INFORMATION

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** A few employers mentioned WORD or Windows based programs.

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, a few do not promote. Most promote to foreperson or lead person positions; a few promote to other supervisory positions. Promotional needs named include job knowledge, work quality, management and leadership skills, public relations and people skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 12% of the employers are Union or subject to collective bargaining. Alternate job title includes Fabricator.

## WAGES AND BENEFITS

### WAGES

Hourly Wages	Range	Median
New, no experience	\$8.00-\$8.00	\$8.00
New, experienced	\$7.00-\$12.00	\$10.00
3 years with firm	\$9.50-\$15.00	\$14.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

### BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	24%	0%	53%	0%	0%	0%
Dental	18%	0%	35%	0%	6%	0%
Vision	24%	0%	18%	0%	0%	0%
Life	82%	0%	6%	0%	0%	0%
Sick Leave	59%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	41%	0%	35%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

### HOURS WORKED

Full-time	40-48 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers offer a swing shift.

### WHERE THE JOBS ARE

Miscellaneous Repair Shops  
Fabricated Structural Metal Products  
Sheet Metal Work  
Welding Repair

## EMPLOYMENT TRENDS

### EDD PROJECTIONS

2001 Size: Medium

7-year growth from 1997 to 2004: +100 employees

7 year growth rate: 14.5%, slower than average

### EMPLOYER RESPONSES

TURNOVER: 2.6% annually. Employer hiring to fill openings from turnover accounted for more than one-tenth of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2001 growth rate was 19%.

Most employers indicated that this occupation would remain stable over the next two years, a few believe it will grow, even fewer believe it will decline.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

Supply of inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicant.

### RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	53%
Newspaper Advertisements	41%
Private Employment Agencies	12%
EDD	6%
School Program Referrals	6%
Union Hall Referrals	6%
Walk-in Applicants	35%
Trade Journals	0%
Internet	6%
Colleges/Universities	0%





# Section 4

## TERMS AND ABBREVIATIONS USED IN THE 2000 REPORT

### TERMS

**When referring to education, training, experience, and other requirements, we used:**

All	100%
Almost All	80% up to but not including 100%
Most	60% up to but not including 80%
Many	40% up to but not including 60%
Some	20% up to but not including 40%
Few	less than 20 %

**When describing the size of an occupation we used:**

<u>Term</u>	<u>Size of occupation</u>
Small	less than 384
Medium	384-768
Large	769-1664
Very Large	More than 1664

**When describing the potential growth of an occupation or trends, we used:**

Much faster than average	1.50 times average or more
Faster than average	1.10 to but not including 1.50 times average
Average	.90 to but not including 1.10 times average
Slower than average	Less than .90 times average
No significant change/ or remain stable	Zero
Slow decline	Less than zero

There are several abbreviations used in this report. Some of the following abbreviations will be found in this report:

<b>A/C</b>	Air Conditioning
<b>CCOIS</b>	California Cooperative Occupational Information System
<b>CIP</b>	Classification of Instructional Programs

### ABBREVIATIONS

<b>COICC</b>	California Cooperative Information Coordinating Committee
<b>CNA</b>	Certified Nursing Aide
<b>CPA</b>	Certified Public Accountant
<b>DMV</b>	Department of Motor Vehicles
<b>Ed</b>	Education
<b>EDD</b>	Employment Development Department
<b>Exc.</b>	Excluding
<b>FCC</b>	Fresno City College
<b>FWDB</b>	Fresno Workforce Development Board
<b>HVAC</b>	Heating, Ventilation and Air Conditioning
<b>HSS</b>	Human Services System
<b>JTPA</b>	Job Training Partnership Act
<b>LVN</b>	Licensed Vocational Nurse
<b>LMID</b>	Labor Market Information Division
<b>LOICC</b>	Local Occupational Information Coordinating Committee
<b>M/S</b>	Microsoft
<b>MCed</b>	Microcomputer Education Center
<b>MTMA</b>	Management Training/Marketing Association
<b>N/A</b>	Not Applicable/Not Available
<b>O*NET</b>	Occupational Network
<b>OES</b>	Occupational Employment Statistics
<b>OOH</b>	Occupational Outlook Handbook
<b>OOR</b>	Occupational Outlook Report
<b>PA</b>	Public Accountant
<b>P/R</b>	Public Relations
<b>Refrig.</b>	Refrigeration
<b>RN</b>	Registered Nurse
<b>SCCCD</b>	State Center Community College District
<b>TANF</b>	Temporary Assistance to Needy Families
<b>URL</b>	Uniform Resource Locator
<b>VMS</b>	Vocational Management Services

## ACCOUNTANTS AND AUDITORS

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

OES#211140

15 Employers Representing 150 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	20%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	73%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	36		64	c
Is Technical/Vocational Training Required?	36	0	64	d

a-Average experience required for employment is 35 months.

c-Employers allowed an average of 19 months training to be substituted for work experience.

d-Types of training named by employers includes an average of 23 months in accounting.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter little or no competition in their job search.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified applicant at times. Qualified applicants may encounter some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 3,870, very large

7-year growth to 2002: +370 employees

7-year growth rate: 9.6%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 10.3% annually. Employer hiring to fill openings from turnover accounted for less than one-half of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 14%.

Many employers indicated that this occupation would remain stable over the next two years, an equal number believe it will grow. A few employers reported that it would decline.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$9.59-\$13.42	\$12.09
New, experienced	\$9.55-\$19.52	\$15.22
3 years with firm	\$12.15-\$24.74	\$17.26

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	7%	0%	0%
Dental	40%	0%	60%	7%	0%	0%
Vision	33%	0%	60%	7%	0%	0%
Life	67%	0%	27%	7%	0%	0%
Sick Leave	87%	7%	13%	0%	0%	0%
Vacation	100%	7%	0%	0%	0%	0%
Retirement	53%	7%	40%	0%	0%	0%
Child Care	7%	0%	7%	0%	7%	0%

Some employers offer 401K as retirement. A few employers offer cafeteria plans.

## EMPLOYING INDUSTRIES

Accounting, auditing & bookkeeping  
Federal government

## WORK HOURS

Full-time	40-60 hr/wk	All
Part-time	16-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer floating time schedules and flex time. Long days are required during income tax time.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	33%
Newspaper Advertisements	67%
Private Employment Agencies	13%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	7%
Internet	27%
Colleges/Universities	27%

Other: Word of Mouth

## GENERAL INFORMATION

□ **SKILLS:** Most accountant and auditor positions require at least a bachelor's degree in accounting or a related field. The State requires that new practitioners must be CPA's. Public Accountant (PA) licenses are only renewed; no new PA licenses are issued.

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing and/or spreadsheet. Many want automated accounting systems software skills.

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers stated that workers should know current tax laws and accounting systems. The occupation is moving towards more specialization and electronic paperless accounting.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, many to management or supervisor positions, some to Sr. accountant and a few to Sr. CPA. Promotional needs named include job knowledge (both on-the-job and prior experience), people skills (interpersonal and communication) and supervisory ability.

□ **OTHER RELEVANT INFORMATION:** female employees make up 51% of this workforce. Alternate job titles include Controller and Financial Manager or Financial Analyst.

## ADMINISTRATIVE ASSISTANTS

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems. And answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

**Non-OES#169167997**

**15 Employers Representing 87 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	33%
Associate (2 year) Degree	33%
Bachelor (4 year) Degree	27%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	33	7	a
If Required or Preferred: Is Experience in other occupations accepted?	64		36	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	47	0	53	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 24 months clerical or secretarial office experience.

c-Employers allowed an average of 29 months training to be substituted for work experience.

d- Types of training named include an average of 20 months in computer, secretarial/clerical, bookkeeping, and documentation.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** Not Available

**7-year growth to 2002:** Not Available

**7-year growth rate:** Not Available

#### EMPLOYER RESPONSES

**TURNOVER:** 17.2% annually. Employer hiring to fill openings from turnover accounted for more than nine-tenths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just over 1%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.50-\$11.99	\$8.29
Union	\$14.99-\$16.25	\$15.62
New, experienced	\$8.00-\$17.90	\$12.81
Union	\$16.25-\$18.51	\$16.58
3 years with firm	\$9.00-\$19.74	\$13.67
Union	\$17.68-\$21.44	\$19.76

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	7%	67%	0%	0%	0%
Dental	33%	7%	67%	0%	0%	0%
Vision	33%	7%	67%	0%	0%	0%
Life	47%	7%	40%	0%	0%	0%
Sick Leave	53%	7%	33%	0%	0%	0%
Vacation	87%	7%	0%	0%	0%	0%
Retirement	7%	0%	87%	7%	0%	0%
Child Care	7%	0%	0%	0%	0%	0%

Some employers offer a pension or 401K for retirement. A few offer long-term disability.

## EMPLOYING INDUSTRIES

Irrigation systems

Elementary and secondary schools

Public Administration: executive and legislative

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	27%
Employee Referrals	60%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	7%
Internet	13%
Colleges/Universities	0%

Other: Local churches

## GENERAL INFORMATION

□ **SKILLS:** High school vocational education programs teach office skills and keyboarding. Various training providers offer 1-to-2 year office administration programs. Office skills are often acquired through on-the-job instruction by other employees or by equipment and software vendors. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all firms want word processing, most want spreadsheet, many want database and a few want desktop publishing. Programs most mentioned were Microsoft Office, Excel, PowerPoint and Access.

□ **EMERGING TECHNOLOGY AND SKILLS:** The modern office requires working knowledge of E-mail and the Internet.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions, almost as many do not promote. Some promote to management positions. Promotional needs mentioned include computer skills, P/R and customer service skills, analytical and organizational skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 92% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include Administrative Secretary and Executive Assistant.

## BILL AND ACCOUNT COLLECTORS

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts.

**OES #535080**

**16 Employers Representing 123 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	47		53	c
Is Technical/Vocational Training Required?	13	13	75	

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in business finance, customer service, or general office.

c-Employers allowed an average of 8 months training to be substituted for work experience.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 450, medium

**7-year growth to 2002:** +90 employees

**7-year growth rate:** 20%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 30.1% annually. Employer hiring to fill openings from turnover accounted for more than three-fourths of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just over 9.8%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$7.00-\$10.44	\$10.00
New, experienced	\$6.90-\$12.00	\$8.57
3 years with firm	\$8.63-\$13.85	\$11.03

Some employers pay bonuses and commissions.

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	38%	0%	56%	6%	0%	0%
Dental	25%	0%	50%	0%	0%	0%
Vision	19%	0%	50%	0%	0%	0%
Life	50%	0%	13%	0%	0%	0%
Sick Leave	88%	6%	0%	0%	0%	0%
Vacation	94%	6%	0%	0%	0%	0%
Retirement	44%	6%	31%	0%	6%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few offer IRA's or 401 K for retirement and/or profit sharing.

## EMPLOYING INDUSTRIES

Department stores  
Offices & clinics of medical doctors  
Adjustment & collection services  
Offices of health practitioners

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	20-30 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	63%
Private Employment Agencies	19%
EDD	6%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	19%
Colleges/Universities	0%

Other: Word of mouth

## GENERAL INFORMATION

□ **SKILLS:** Employers seek those who know the billing process, telephone systems, speak well, are persistent and detail oriented. Experience in telemarketing or as a telephone operator is helpful. Employers may require certification through the American Collectors Association (ACA). (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many firms want word processing and spreadsheet, some want database. Programs most mentioned were EXCEL and MD4 (In-house program).

□ **EMERGING TECHNOLOGY AND SKILLS:** Knowledge of computerized business systems.

□ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher-level positions. Most promote to management or supervision positions. A few employers do not promote. Promotional skills needed include interpersonal skills and education; also beneficial were medical, insurance, billing or accounting backgrounds. Personal qualities mentioned for promotion in this occupation were reliability, personal responsibility and thoroughness.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 92% of this workforce. Alternate job titles include Billing Clerks, Customer Service Reps. Accounts Payable and Receivable Representative.

## BUS DRIVERS - SCHOOL

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

OES#971110

15 Employers Representing 356 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	80%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	33	33	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	87	0	13	d

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 3 months commercial driving.

c-Employers allowed an average of 2 months training to be substituted for work experience.

d- Types of training named include an average of 2 months in bus driver certification classes and 20 hours behind the wheel training. Drivers must pass DMV testing and have a valid class 2 license.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 650, medium

7-year growth to 2002: +140 employees

7-year growth rate: 21.5%, much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 13.2% annually. Employer hiring to fill openings from turnover accounted for more than three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, many reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$12.46	\$10.12
Union	\$10.45-\$12.22	\$11.00
New, experienced	\$6.00-\$12.46	\$9.66
Union	\$11.11-\$11.81	\$11.45
3 years with firm	\$7.00-\$13.69	\$10.15
Union	\$11.52-\$14.16	\$12.46

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	33%	0%	53%	13%	0%	0%
Dental	27%	7%	47%	13%	7%	0%
Vision	27%	7%	47%	13%	7%	0%
Life	20%	0%	33%	13%	13%	0%
Sick Leave	40%	13%	40%	13%	0%	0%
Vacation	67%	20%	0%	0%	0%	0%
Retirement	20%	0%	53%	20%	0%	0%
Child Care	7%	0%	7%	0%	0%	0%

## EMPLOYING INDUSTRIES

School buses  
Elementary & secondary schools  
Child day care services

## WORK HOURS

Full-time	20-40 hr/wk	Almost all
Part-time	5-30 hr/wk	Many
Temporary	15-35 hr/wk	Some
Seasonal	40 hr/wk	Few

Many schools report a variety of odd work hours, multiple split shifts, AM then PM, etc. School bus driver employees work shifts that are designed around school hours.

**Fresno County Workforce Investment Board**

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	87%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	40%
Trade Journals	0%
Internet	0%
Colleges/Universities	20%

Other: Postings at schools and on buses

## GENERAL INFORMATION

□ **SKILLS:** All drivers must comply with Federal regulations and any State regulations that exceed Federal Requirements, pass a written test and demonstrate they can operate a bus safely. Federal Regulations require that drivers must be at least 21 years old, pass a drug test as a condition for employment, undergo periodic random drug tests while on duty and pass a physical examination at least once every two years. Drivers must be able to read road signs and to communicate with the public and with law enforcement officers. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Some employers want word processing and/or database software skills.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to a higher-level position; most to bus driver instructors, some to transportation supervisors, managers and dispatchers. Employers most frequently identified leadership skills, good driving experience and driving record, ability to work with children, office and organizational skills as what was needed for promotion.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 53% of this workforce. 53% of the employers are Union or subject to collective bargaining.

## CASHIERS

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

OES#490230

16 Employers Representing 862 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	50%
High School or Equivalent	50%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	19	50	31	a
If Required or Preferred: Is Experience in other occupations accepted?	91		9	b
If Required or Preferred: Will training substitute for experience?	64		36	c
Is Technical/Vocational Training Required?	6	13	81	

a-Average experience required for employment is 7 months.

b-Other experience named by employers includes an average of 6 months in customer service, sales or counter clerk.

c-Employer comments came to an average of 3 months training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 6,510, very large

7-year growth to 2002: +930 employees

7-year growth rate: 14.3%, faster than average

#### EMPLOYER RESPONSES

TURNOVER: 39.7% annually. Employer hiring to fill openings from turnover accounted for just over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was under 9%. Most employers indicated that this occupation would remain stable over the next two years, some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.49	\$5.75
New, experienced	\$5.75-\$7.50	\$6.37
3 years with firm	\$5.75-\$9.00	\$7.00

A few employers pay bonuses

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	19%	6%	31%	13%	0%	0%
Dental	19%	6%	25%	6%	0%	0%
Vision	13%	6%	19%	6%	0%	0%
Life	25%	6%	19%	0%	0%	6%
Sick Leave	13%	13%	6%	6%	0%	0%
Vacation	50%	38%	0%	0%	0%	0%
Retirement	13%	6%	31%	6%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

A few employers offer retirement, 401K or pension plans

## EMPLOYING INDUSTRIES

Eating-places

Grocery stores

Drug stores and propriety stores

Department stores

Gasoline service stations

## WORK HOURS

Full-time	32-40 hr/wk	Most
Part-time	8-32 hr/wk	Almost all
Temporary	N/A	None
Seasonal	N/A	None

Some employers offer long shifts or have odd-hours for day and night shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	69%
Newspaper Advertisements	44%
Private Employment Agencies	6%
EDD	19%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	63%
Trade Journals	0%
Internet	6%
Colleges/Universities	13%

Other: In store bulletins and ads

## GENERAL INFORMATION

□ **SKILLS:** Cashiers tend to be entry-level positions requiring little or no previous work experience. Nearly all cashiers are trained on the job. Cashiers need basic arithmetic skills, should be neat in appearance and be able to deal tactfully and pleasantly with customers. Experience in typing, selling or handling money is desirable. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level management or supervisory positions. A few promote to service positions. Employers most frequently identified interpersonal customer service skills and knowledge of the business as what was most needed for promotion. Other skills named were supervisory, management, leadership and communication.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 69% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job title includes sales associate.

## COUNTER AND RENTAL CLERKS

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

OES#490170

15 Employers Representing 125 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	53%
High School or Equivalent	40%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	7%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	7	40	53	a
If Required or Preferred: Is Experience in other occupations accepted?	86		14	b
If Required or Preferred: Will training substitute for experience?	71		29	c
Is Technical/Vocational Training Required?	13	7	80	d

a-Average experience required for employment is 6 months.

b-Other experience named by employers includes an average of 8 months as a cashier or in customer service.

c-Employers allowed an average of 4 months training to be substituted for work experience.

d-Training time named came to an average of 26 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 900, large

7-year growth to 2002: +160 employees

7-year growth rate: 17.8%, faster than average

#### EMPLOYER RESPONSES

TURNOVER: 50.4% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 24%.

Almost all employers indicated that this occupation would remain stable over the next two years, and a few reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.75	\$5.75
New, experienced	\$5.75-\$8.00	\$6.00
3 years with firm	\$5.75-\$13.00	\$7.00

A few employers pay bonuses

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	29%	14%	7%	0%
Dental	14%	0%	29%	14%	7%	0%
Vision	7%	0%	29%	7%	7%	0%
Life	21%	0%	7%	0%	7%	0%
Sick Leave	21%	0%	21%	0%	7%	0%
Vacation	71%	7%	0%	0%	0%	0%
Retirement	7%	0%	14%	0%	14%	7%
Child Care	0%	0%	7%	0%	0%	0%

## EMPLOYING INDUSTRIES

Videotape rental

Dry-cleaning plants

Garment pressing & cleaners

Passenger car rental

## WORK HOURS

Full-time	38-40 hr/wk	Most
Part-time	20-36 hr/wk	Most
Temporary	N/A	None
Seasonal	22 hr/wk	Few

Many employers offer long shifts or have odd-hours for day and night shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	47%
Newspaper Advertisements	67%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	7%
Colleges/Universities	7%

Other: Signs in store windows

## GENERAL INFORMATION

□ **SKILLS:** Counter and Rental clerk jobs tend to be entry-level and requiring little or no experience and little formal education. Nearly all clerks are trained on the job. Clerks must become familiar with products and services of their company in order to give customers the best possible service. Clerks should enjoy working with people and deal tactfully with difficult customers. Good oral and written communication skills are essential. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers, although a few desire word processing skills.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, most to management. Employers most frequently identified customer service skills, job experience, management skills, good attitude and self-motivation as most needed for promotion.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 53% of this workforce Alternate job titles include Customer Service Representatives, sales staff, clerks and sales clerks.

## ELECTRICIANS

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints.

**OES#872020**

**15 Employers Representing 331 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	13%
High School or Equivalent	80%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	93	0	7	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	
If Required or Preferred: Will training substitute for experience?	43		57	c
Is Technical/Vocational Training Required?	53	0	47	d

a-Average experience required for employment is 34 months.

c-Average training time named by employers is 9 months.

d- Types of training named include an average of 20 months in electrical or electronics.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 710, medium

**7-year growth to 2002:** +70 employees

**7-year growth rate:** 9.9%, slower than average

#### EMPLOYER RESPONSES

**TURNOVER:** 5.4% annually. Employer hiring to fill openings from turnover accounted for just under one-fifth of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just over 31%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience Union	N/A Insufficient Data	N/A Insufficient Data
New, experienced Union	\$9.50-\$12.00 \$9.84-\$25.00	\$11.00 \$20.67
3 years with firm Union	\$12.00-\$15.00 \$10.25-\$27.96	\$15.00 \$24.80

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	60%	0%	20%	0%	0%	0%
Dental	53%	0%	13%	0%	0%	0%
Vision	33%	0%	20%	0%	0%	0%
Life	27%	0%	13%	0%	0%	0%
Sick Leave	33%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	13%	7%	47%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Electrical work

Special trade contractors

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	24 hr/wk	Few
Temporary	N/A	None
Seasonal	40 hr/wk	Few

A few employers also work swing shifts, graveyard, on call and rotating shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	53%
Newspaper Advertisements	60%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	33%
Walk-in Applicants	13%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

□ **SKILLS:** People can learn the electrical trade by completing an apprenticeship program. Others can learn informally by working as helpers for experienced electricians. High school courses in mathematics, electricity, electronics, mechanical drawing, science, and shop provide a good background. Applicants should be in good health and at least have average physical strength. Agility and dexterity are also important. Good color vision is needed because workers must frequently identify electrical wires by color. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Low voltage systems, computers and communication technology.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, some do not promote. Most promote to foreman or supervisor; a few promote to master or A-electrician. Promotional needs include leadership & management skills, reliability & dependability and technical knowledge of the field through training or experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 40% of employers are union employers or subject to collective bargaining.

## FILE CLERKS

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material.

OES#553210

15 Employers Representing 229 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	100%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	67	13	20	a
If Required or Preferred: Is Experience in other occupations accepted?	83		17	b
If Required or Preferred: Will training substitute for experience?	75		25	c
Is Technical/Vocational Training Required?	20	0	80	d

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 7 months clerical or secretarial office experience.

c-Employers allowed an average of 5 months training to be substituted for work experience.

d- Types of training named include an average of 4 months in computer or clerical.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 690, medium

7-year growth to 2002: +50 employees

7-year growth rate: 7.2%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 14% annually. Employer hiring to fill openings from turnover accounted for four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 4%. Most employers indicated that this occupation would grow over the next two years, some reported it would remain stable and a few believe it will decline.



## WAGES

Hourly Wages	Range	Median
New, no experience Union	\$6.00-\$8.50 N/A	\$8.08 N/A
New, experienced Union	\$7.00-\$9.00 \$9.22-\$10.32	\$7.88 \$10.00
3 years with firm Union	\$7.50-\$10.50 \$10.50-\$11.12	\$8.75 \$10.75

A few employers offer a bonus.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	47%	13%	0%	0%
Dental	40%	0%	47%	7%	0%	7%
Vision	27%	0%	47%	7%	0%	7%
Life	33%	0%	27%	7%	13%	7%
Sick Leave	73%	0%	0%	0%	0%	0%
Vacation	87%	13%	0%	0%	0%	0%
Retirement	13%	0%	47%	7%	13%	7%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K for retirement.

## EMPLOYING INDUSTRIES

Legal services

Offices and clinics of medical doctors

Help supply services

## WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20 - 32	Some
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	33%
Newspaper Advertisements	53%
Private Employment Agencies	20%
EDD	0%
School Program Referrals	13%
Union Hall Referrals	0%
Walk-in Applicants	13%
Trade Journals	0%
Internet	27%
Colleges/Universities	7%

Other: Word of mouth

## GENERAL INFORMATION

□ **SKILLS:** File clerks responsibilities may include data entry, word processing, sorting mail, and operating copying machines. A growing number of file clerks are using computerized filing and retrieval systems. Those who have keyboarding and other secretarial skills and are familiar with a wide range of office machines, especially personal computers, should have better opportunities than less experienced applicants. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing and many want spreadsheet. Programs mentioned were WORD and EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** none mentioned.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher level positions, some to office manager or supervisor, office administration or assistant, or intake receptionist. Also mentioned were secretary, records and payroll. Promotions require computer skills, time management, accuracy and interpersonal communication.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 88% of this workforce. 20% of employers are Union or subject to collective bargaining. Alternate job titles include office assistant, office clerk and office specialist.

## FIRST LINE SUPERVISORS AND MANAGER/SUPERVISORS

First Line Supervisors and Manager/Supervisors of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing and personnel work. In addition, Manager/ Supervisors may also engage, in part, in the same production work as the workers they supervise.

OES#810080

15 Employers Representing 220 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	47%
Associate (2 year) Degree	27%
Bachelor (4 year) Degree	7%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	73	20	7	a
If Required or Preferred: Is Experience in other occupations accepted?	93		7	b
If Required or Preferred: Will training substitute for experience?	57		43	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 29 months.

b-Other occupational experience named by employers includes an average of 35 months in related manufacturing, production, or food processing.

c-Average training time named by employers is 23 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 760, Medium

7-year growth to 2002: +30 employees

7 year growth rate: 3.9%, Slower than average

#### EMPLOYER RESPONSES

TURNOVER: 12.7% annually. Employer hiring to fill openings from turnover accounted for less than nine-tenths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was 2%. Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$9.00-\$10.00	\$9.59
New, experienced	\$7.00-\$22.83	\$11.51
3 years with firm	\$8.00-\$24.20	\$13.81

Compensation may increase by shift pay, overtime or bonuses. Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	47%	0%	53%	0%	0%	0%
Dental	27%	0%	47%	0%	13%	7%
Vision	20%	0%	47%	0%	0%	0%
Life	53%	0%	20%	0%	7%	0%
Sick Leave	53%	0%	13%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	60%	0%	20%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Many employers offer a 401K plan.

## EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups  
Poultry slaughtering & processing  
Canned fruits and vegetables

## WORK HOURS

Full-time	32-65 hr/wk	All
Part-time	20 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Most employers work swing or graveyard shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	40%
Newspaper Advertisements	87%
Private Employment Agencies	40%
EDD	33%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	7%
Colleges/Universities	13%

## GENERAL INFORMATION

- **SKILLS:** Employers generally look for experience, job knowledge, organizational skills, and leadership qualities. Also emphasized is the ability to motivate employees, maintain high morale, and command respect. Applicants who are able to deal with different situations and a diverse work force are desired. Communication and interpersonal skills are also extremely important attributes. (Source: OOH)
- **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing skills, some want database and/or spreadsheet. Programs mentioned were WORD and EXCEL.
- **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.
- **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level management positions: production manager, technical service manager and plant operations manager were mentioned.
- **OTHER RELEVANT INFORMATION:** Female employees make up 30% of this workforce. Alternate job titles include production manager & supervisor, lead person & foreperson, shift supervisor & superintendent and plant manager & supervisor.

## GENERAL OFFICE CLERKS

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing.

OES#553470

15 Employers Representing 154 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	87%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	80	20	0	a
If Required or Preferred: Is Experience in other occupations accepted?	73		27	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	40	40	20	d

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 13 months clerical, office secretary, accounting or bookkeeping.

c-Training time named by employers is an average of 8 months.

d- Types of training named include an average of 10 months computer training, business training or an Associate degree.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 7580, Very large

7-year growth to 2002: +380 employees

7-year growth rate: 5%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 31.8% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just over 6%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience Union	Insufficient Data Insufficient Data	Insufficient Data Insufficient Data
New, experienced Union	\$6.00-\$10.00 \$8.42-\$12.38	\$8.00 \$10.67
3 years with firm Union	\$6.75-\$13.02 \$9.25-\$13.33	\$10.00 \$11.55

Some employers offer a bonus

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	40%	0%	60%	0%	0%	0%
Dental	33%	0%	47%	0%	0%	0%
Vision	33%	0%	53%	0%	0%	0%
Life	33%	0%	40%	0%	7%	0%
Sick Leave	80%	0%	7%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	33%	0%	33%	0%	7%	0%
Child Care	0%	0%	7%	0%	7%	0%

A few employers offer a 401K plan for retirement.

## EMPLOYING INDUSTRIES

Elementary and secondary schools

Local government

## WORK HOURS

Full-time	38-60 hr/wk	All
Part-time	17-30 hr/wk	Some
Temporary	20 hr/wk	Few
Seasonal	40 hr/wk	Few

A few employers have a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	20%
Employee Referrals	40%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	7%
Trade Journals	0%
Internet	33%
Colleges/Universities	7%

## GENERAL INFORMATION

□ **SKILLS:** Because general office clerks usually work with other office staff, they should be cooperative and be able to work as part of a team. They should have good communication skills and pay close attention to details. They must be willing to change with the needs of the work environment or take on additional responsibilities. Some employers require typing, basic computer skills, and other general office skills. Familiarity with computer word processing software and applications is becoming increasingly important. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most firms want word processing, many want spreadsheet, some want database. Programs most mentioned were EXCEL, WORD and M/S SUITE.

□ **EMERGING TECHNOLOGY AND SKILLS:** Information technology and computer knowledge.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions: some to secretary, accounts, billing or payroll, and a few to office management. Promotional skills needed include computer literacy skills, office management skills, and experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 94% of this workforce. 27% of the employers are union or subject to collective bargaining. Alternate job titles include Receptionist, Administrative or Office Assistant, Bookkeeper and Clerk Typist.

## HEATING, AIR CONDITIONING, AND REFRIGERATION

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.

**OES#859020**

**16 Employers Representing 130 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	63%
Associate (2 year) Degree	13%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	69	25	6	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 44 months.

b-Other occupational experience named by employers includes an average of 18 months in plumbing or electrical repair.

c-Training time named by employers is an average of 23 months.

d- Types of training named include an average of 32 months HVAC school or Union training

### EMPLOYER SUPPLY & DEMAND

**How difficult is it to find applicants?**

<b>Experienced:</b>	Very difficult
<b>Inexperienced:</b>	Very difficult

Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants should encounter little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 260, small

**7-year growth to 2002:** +70 employees

**7-year growth rate:** 26.9%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 10% annually. Employer hiring to fill openings from turnover accounted for just over one-third of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was over 8%.

An equal number of employers indicated that this occupation would either remain stable or grow over the next two years.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.73	\$8.00
New, experienced	\$8.00-\$23.97	\$12.00
3 years with firm	\$7.65-\$23.97	\$16.00

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	94%	0%	6%	0%	0%	0%
Dental	63%	0%	6%	0%	0%	0%
Vision	44%	0%	6%	0%	0%	0%
Life	50%	0%	0%	0%	0%	0%
Sick Leave	19%	0%	0%	0%	0%	0%
Vacation	81%	0%	0%	0%	0%	0%
Retirement	50%	0%	6%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K

## EMPLOYING INDUSTRIES

Plumbing, heating, air-conditioning  
Refrigeration service & repair

## WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	N/A	None

A few employers work swing shift, long hours or emergency hours.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	6%
Employee Referrals	56%
Newspaper Advertisements	56%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	25%
Union Hall Referrals	25%
Walk-in Applicants	25%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GENERAL INFORMATION

□ **SKILLS:** Because Refrigeration Mechanics frequently deal directly with the public, they should be courteous and tactful, especially when dealing with an aggravated customer. They also should be in good physical condition. Courses in shop math, mechanical drawing, applied physics and chemistry, electronics, blueprint reading, and computer applications provide a good background for those interested in entering this occupation. A basic understanding of microelectronics is becoming more important. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Environmental Protection Agency requirements, new electronics and environmental controls.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not. Many promote to supervisory or management positions, a few promote to lead refrigeration technician or journeyman. Promotional needs mentioned were job knowledge, supervisory ability and experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 2% of this workforce. 19% of employers are Union or subject to collective bargaining. Alternate job titles include Refrigeration Technician, Service Technician or Journeyman Installers.

## HUMAN SERVICE WORKERS

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services.

OES#273080

15 Employers Representing 617 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	7%
High School or Equivalent	40%
Associate (2 year) Degree	40%
Bachelor (4 year) Degree	7%
Graduate Study	7%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	33	53	13	a
If Required or Preferred: Is Experience in other occupations accepted?	92		8	b
If Required or Preferred: Will training substitute for experience?	15		85	
Is Technical/Vocational Training Required?	33	7	60	d

a-Average experience required for employment is 13 months.

b-Other occupational experience named by employers includes an average of 12 months in social services, health care, or medical care.

d- Types of training named include an average of 12 months clerical or computer software training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 660, medium

7-year growth to 2002: +130 employees

7-year growth rate: 19.7%, much faster than average

#### EMPLOYER RESPONSES

TURNOVER: 23.2% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, not as many reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$9.00	\$7.44
New, experienced	\$6.10-\$13.84	\$8.98
3 years with firm	\$6.15-\$14.50	\$10.00

Some employers pay bonus compensation.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	27%	7%	47%	7%	0%	0%
Dental	20%	7%	27%	7%	7%	0%
Vision	20%	7%	20%	7%	0%	0%
Life	33%	7%	7%	0%	0%	7%
Sick Leave	60%	7%	20%	7%	0%	0%
Vacation	80%	13%	0%	0%	0%	0%
Retirement	7%	0%	33%	7%	20%	7%
Child Care	20%	0%	7%	0%	7%	0%

Some employers offer a 401K plan or cafeteria plan.

## EMPLOYING INDUSTRIES

Residential care

Individual & family services

Local government

## WORK HOURS

Full-time	37-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Many
Temporary	5-40 hr/wk	Few
Seasonal	N/A	None

Some employers work graveyard shifts, a few work swing shifts, are on call or work long hours

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	47%
Employee Referrals	47%
Newspaper Advertisements	93%
Private Employment Agencies	0%
EDD	7%
School Program Referrals	7%
Union Hall Referrals	0%
Walk-in Applicants	33%
Trade Journals	0%
Internet	20%
Colleges/Universities	27%

## GENERAL INFORMATION

□ **SKILLS:** Because so many human services jobs involve direct contact with people who are vulnerable to exploitation or mistreatment, employers try to select applicants with appropriate personal qualifications. Relevant academic preparation is generally required and volunteer or work experience is preferred. A strong desire to help others, patience and understanding are highly valued characteristics. Other important personal traits include communication, organization, a strong sense of responsibility and the ability to manage time effectively. Applicants may need a valid driver's license and meet the Criminal Offense Record Investigation (CORI) requirement. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Most employers want word processing, some want spreadsheet. Programs most mentioned were M/S WORD and EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** Computer skills.

□ **PROMOTIONAL OPPORTUNITIES:** almost all employers promote to higher-level positions; some do not promote. Some promote to Counselors or Case Managers; a few promote to supervisor. Employers most often mentioned education & experience and written & oral communication as most important for promotion. Also mentioned were attendance and organization.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 77% of this workforce. 13% of the employers are union or subject to collective bargaining. Alternate job titles include Social Worker, Case Manager or Counselor.

## INSTRUCTIONAL AIDES

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, and arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

OES#315211

16 Employers Representing 1042 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	6%
High School or Equivalent	88%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	6	44	50	a
If Required or Preferred: Is Experience in other occupations accepted?	71		29	b
If Required or Preferred: Will training substitute for experience?	63		38	c
Is Technical/Vocational Training Required?	13	6	81	

a-Average experience required for employment is 8 months.

b-Other occupational experience named by employers includes an average of 4 months in child day care.

c-Average training time required for employment is 8 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Not difficult

Employer demand is somewhat greater than the supply of experienced qualified applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Supply of qualified inexperienced applicants is considerably greater than demand, creating a very competitive job market for applicants.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: Not Applicable

7-year growth to 2002: Not Applicable

7-year growth rate: Not Applicable

#### EMPLOYER RESPONSES

TURNOVER: 10.7% annually. Employer hiring to fill openings from turnover accounted for just under two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported that the year 2000 growth rate was just under 4%.

Most employers indicated that this occupation would remain stable over the next two years, and some reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.73	\$7.18
Union	\$6.00-\$9.93	\$7.58
New, experienced	\$6.00-\$8.73	\$7.53
Union	\$6.25-\$9.93	\$8.04
3 years with firm	\$7.00-\$8.95	\$7.91
Union	\$7.84-\$9.31	\$8.40

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	0%	25%	25%	0%	0%
Dental	31%	0%	19%	25%	0%	0%
Vision	25%	0%	19%	25%	0%	0%
Life	25%	0%	19%	13%	0%	6%
Sick Leave	31%	6%	13%	25%	0%	0%
Vacation	50%	25%	0%	0%	0%	0%
Retirement	31%	0%	6%	25%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Elementary & secondary schools  
Social services

## WORK HOURS

Full-time	30-40 hr/wk	Many
Part-time	3-30 hr/wk	Almost all
Temporary	13-22 hr/wk	Few
Seasonal	N/A	None

Some employers have employees working odd hour shifts, short workdays and working evenings after school.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	38%
Employee Referrals	63%
Newspaper Advertisements	81%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	19%
Colleges/Universities	19%

Other: On site postings

## GENERAL INFORMATION

□ **SKILLS:** Aides should enjoy working with children from a wide range of cultural backgrounds, and be able to handle classroom situations with fairness and patience. Aides also must demonstrate initiative and a willingness to follow a teacher's directions. They must have good oral and writing skills and be able to communicate effectively with students and teachers. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Some employers want word processing, a few want spreadsheet and desktop publishing. The program most mentioned was EXCEL.

□ **EMERGING TECHNOLOGY AND SKILLS:** Various computer software and classes using new computer technology.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions: some to teacher or full time instructor or to a clerical position. Promotional skills needed include appropriate education, work well with children and adults, oral and written communication, experience and clerical skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 85% of this workforce. 44% of employers are Union or subject to collective bargaining. Alternate job titles include Teacher Aides and Tutors.

## LABORERS, LANDSCAPING AND GROUNDSKEEPING

Landscape and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or a customer location. Workers typically perform a variety of tasks, which may include and combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing. Digging, raking, and sprinkler installation. Workers may help brick and stonemasons.

**OES#790410**

**16 Employers Representing 354 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	81%
High School or Equivalent	19%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	31	19	50	a
If Required or Preferred: Is Experience in other occupations accepted?	38		63	b
If Required or Preferred: Will training substitute for experience?	13		88	
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 24 months in construction or maintenance.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 1370, large

**7-year growth to 2002:** +200 employees

**7-year growth rate:** 14.6%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 24% annually. Employer hiring to fill openings from turnover accounted for almost one-half of all hiring during the last 12 months.

**GROWTH:** Employers reported that the year 2000 growth rate was just under 30%.

Many employers indicated that this occupation would grow over the next two years, not as many reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$6.50	\$5.85
New, experienced	\$5.75-\$8.50	\$6.75
3 years with firm	\$7.25-\$10.75	\$8.25

## BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	13%	0%	13%	0%	7%	0%
Dental	13%	0%	0%	0%	7%	0%
Vision	7%	0%	0%	0%	0%	0%
Life	0%	0%	7%	0%	7%	0%
Sick Leave	27%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	0%	0%
Retirement	0%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Lawn and garden services

## WORK HOURS

Full-time	40-50 hr/wk	Almost all
Part-time	30 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	22-45 hr/wk	Few

A few employers have a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	88%
Newspaper Advertisements	31%
Private Employment Agencies	0%
EDD	13%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	100%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GENERAL INFORMATION

□ **SKILLS:** Short-term on-the-job training usually is sufficient to teach new hires how to operate equipment such as mowers, trimmers, leaf blowers, small tractors, and follow correct safety procedures. Entry-level workers must be able to follow directions and learn proper planting procedures. If driving is an essential part of a job, employers look for applicants with a good driving record and some experience driving a truck. Workers who deal directly with customers must get along well with people. Employers also look for responsible, self-motivated individuals, since many gardeners and groundskeepers work with little supervision. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Hardscaping—working with brick, cement, rocks, sidewalks, etc.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions. Some to supervisory positions some to crew chief or crew leader and some to foreman. A few promote to maintenance. Promotional needs named include management skills, knowledge of the job and long time experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 1% of this workforce. 6% of the employers are union or subject to collective bargaining. Alternate job titles include Gardener and Crewmember.

## LEGAL SECRETARIES

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

OES#551020

17 Employers Representing 126 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	94%
Associate (2 year) Degree	6%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	82	6	12	a
If Required or Preferred: Is Experience in other occupations accepted?	53		47	b
If Required or Preferred: Will training substitute for experience?	60		40	c
Is Technical/Vocational Training Required?	24	18	59	d

a-Average experience required for employment is 27 months.

b-Other occupational experience named by employers includes an average of 34 months as a secretary, administrative assistant, or have a legal background.

c-Average training time required for employment is 14 months.

d- Types of training named include an average of 15 months in an applicable field with legal training or computer software training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 610, medium

7-year growth to 2002: +60 employees

7-year growth rate: 9.8%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 16.7% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 9%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$8.50-\$15.00	\$9.33
New, experienced	\$8.05-\$17.00	\$12.66
3 years with firm	\$10.36-\$20.71	\$15.53

Some employers offer a bonus

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	71%	0%	29%	6%	0%	0%
Dental	47%	0%	18%	6%	6%	0%
Vision	41%	6%	12%	0%	0%	0%
Life	71%	0%	0%	0%	6%	6%
Sick Leave	100%	6%	0%	0%	0%	0%
Vacation	100%	6%	0%	0%	0%	0%
Retirement	47%	0%	35%	0%	18%	12%
Child Care	0%	0%	0%	0%	6%	6%

## EMPLOYING INDUSTRIES

Legal services

## WORK HOURS

Full-time	35-40 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	12%
Employee Referrals	29%
Newspaper Advertisements	47%
Private Employment Agencies	41%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

Other: Word of Mouth

## GENERAL INFORMATION

□ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, a few want database and desktop publishing. Programs mentioned were WordPerfect and WORD.

□ **EMERGING TECHNOLOGY AND SKILLS:** Internet computer skills.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote; almost as many do not promote. A few promote to paralegal, office manager, legal assistant or law clerk. Promotional skills mentioned include legal knowledge, legal training, communication skills and paralegal experience.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 98% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job title includes legal assistant and administrative assistant.

## MACHINERY MAINTENANCE MECHANICS

Machinery Maintenance Mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors.

**OES#851190**

**15 Employers Representing 200 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	20%
High School or Equivalent	73%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	60	0	40	a
If Required or Preferred: Is Experience in other occupations accepted?	77		23	b
If Required or Preferred: Will training substitute for experience?	67		33	c
Is Technical/Vocational Training Required?	7	40	53	d

a-Average experience required for employment is 19 months.

b-Other occupational experience named by employers includes an average of 14 months in production maintenance or as a construction or manufacturing maintenance technician.

c-Average training time required for employment is 16 months.

d-Training named includes an average of 15 months in trade school or vocational training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than the supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 490, medium

**7-year growth to 2002:** +80 employees

**7-year growth rate:** 16.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 17.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

**GROWTH** Employers reported the year 2000 growth rate was under 5%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$14.06	\$11.00
Union	\$6.10-\$6.10	\$6.10
New, experienced	\$6.31-\$21.31	\$13.11
Union	\$6.10-\$18.00	\$12.50
3 years with firm	\$8.00-\$25.57	\$17.00
Union	\$10.00-\$22.00	\$14.05

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	53%	0%	47%	0%	0%	0%
Dental	53%	0%	33%	0%	7%	0%
Vision	47%	0%	33%	0%	0%	0%
Life	67%	0%	13%	0%	7%	0%
Sick Leave	60%	0%	0%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	40%	0%	33%	0%	7%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer 401K; a few offer profit sharing

## EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups

Poultry slaughtering and processing

Canned fruits and vegetables

Frozen fruits and vegetables

## WORK HOURS

Full-time	37-60 hr/wk	All
Part-time	N/A	None
Temporary	N/A	None
Seasonal	48-60 hr/wk	Few

Almost all employers have a swing shift. Most have a graveyard shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	80%
Employee Referrals	73%
Newspaper Advertisements	73%
Private Employment Agencies	7%
EDD	20%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	20%
Trade Journals	7%
Internet	7%
Colleges/Universities	0%

## GENERAL INFORMATION

□ **SKILLS:** Mechanical aptitude and manual dexterity are important characteristics for workers in this trade. Good physical conditioning and agility are also necessary because repairers sometimes have to lift heavy objects or climb to reach equipment located high above the floor. High school courses in mechanical drawing, mathematics, blueprint reading, physics, and electronics are especially useful. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** A few employers want word processing, spreadsheet and/or database.

□ **EMERGING TECHNOLOGY AND SKILLS:** Technical skills, programmable logic controls

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions. Many to supervisor, maintenance lead or maintenance manager. Promotional needs most mentioned were management ability, technical knowledge of the job, people skills and good job performance.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 10% of this workforce. 27% of the employers are Union or subject to collective bargaining.

## MAINTENANCE REPAIRERS – GENERAL UTILITY

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

**OES#851320**

**17 Employers Representing 82 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	59%
High School or Equivalent	41%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	71	24	6	a
If Required or Preferred: Is Experience in other occupations accepted?	60		40	b
If Required or Preferred: Will training substitute for experience?	44		56	c
Is Technical/Vocational Training Required?	0	18	82	

a-Average experience required for employment is 17 months.

b-Other occupational experience named by employers includes an average of 15 months in construction trade or as a utility worker.

c-Average training time required for employment is 21 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Very difficult

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

Employer demand is considerably greater than supply of qualified inexperienced applicants. Employers often cannot find qualified applicants when an opening exists and applicants may find little or no competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 2870, very large

**7-year growth to 2002:** +440 employees

**7-year growth rate:** 15.3%, faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 22% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was just under 14%.

Most employers indicated that this occupation would remain stable over the next two years; some believe that it will grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$7.25
Union	\$10.60-\$10.60	\$10.60
New, experienced	\$5.75-\$10.00	\$8.00
Union	\$11.33-\$16.20	\$12.80
3 years with firm	\$7.00-\$13.00	\$10.93
Union	\$13.12-\$17.40	\$15.00

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	29%	0%	41%	0%	0%	0%
Dental	24%	0%	35%	0%	0%	0%
Vision	24%	0%	41%	0%	0%	0%
Life	18%	0%	35%	6%	0%	0%
Sick Leave	53%	0%	6%	0%	6%	0%
Vacation	71%	0%	0%	0%	0%	0%
Retirement	18%	0%	29%	0%	0%	0%
Child Care	0%	0%	0%	0%	6%	0%

## EMPLOYING INDUSTRIES

Elementary & secondary schools

Hotels & motels

Apartment building operators

## WORK HOURS

Full-time	40 hr/wk	Almost all
Part-time	5-28 hr/wk	Few
Temporary	N/A	None
Seasonal	N/A	None

Some employers have a swing shift, a few utilize a graveyard shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	35%
Employee Referrals	76%
Newspaper Advertisements	82%
Private Employment Agencies	0%
EDD	6%
School Program Referrals	0%
Union Hall Referrals	6%
Walk-in Applicants	53%
Trade Journals	6%
Internet	6%
Colleges/Universities	12%

## GENERAL INFORMATION

□ **SKILLS:** High school courses in mechanical drawing, electricity, woodworking, blueprint reading, science and mathematics are useful. Mechanical aptitude, ability to use shop math and manual dexterity are important. Good health is necessary because the job involves much walking, standing, reaching and heavy lifting. Difficult jobs require problem-solving ability, and many positions require the ability to work without direct supervision. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned by employers.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions; some do not promote. Many promote to maintenance foreman or maintenance management positions. Promotional needs include job knowledge and technical skills.

□ **OTHER RELEVANT INFORMATION:** Male employees make up 100% of this workforce. 29% of the employers are Union or subject to collective bargaining. Alternate job titles include maintenance technicians and mechanics.

## NURSE AIDES

Nurse Aides work under the direction of nursing or medial staff to provide auxiliary services in the care of patients. Thy perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

**OES#660080**

**16 Employers Representing 799 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	25%
High School or Equivalent	75%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	38	19	44	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	78		22	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 10 months.

b-Other occupational experience named by employers includes an average of 9 months as a CNA, in home health care or in a medical field.

c-Average training time required for employment is 6 months.

d-Types of training named by employers include an average of 6 months CNA or medical assistant.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 2230, very large

**7-year growth to 2002:** +480 employees

**7-year growth rate:** 21.5%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 45.3% annually. Employer hiring to fill openings from turnover accounted for more than four-fifths of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was under 7%.

Many employers indicated that this occupation would remain stable over the next two years, almost as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.71	\$6.89
New, experienced	\$5.75-\$8.50	\$6.89
3 years with firm	\$6.25-\$9.25	\$7.75

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	25%	6%	75%	31%	0%	0%
Dental	19%	6%	69%	31%	0%	0%
Vision	19%	13%	63%	25%	0%	0%
Life	38%	19%	6%	6%	13%	6%
Sick Leave	75%	38%	6%	6%	0%	0%
Vacation	100%	50%	0%	0%	0%	0%
Retirement	19%	13%	38%	19%	6%	0%
Child Care	0%	0%	0%	0%	6%	6%

Some employers offer a 401K plan.

## EMPLOYING INDUSTRIES

Skilled nursing care facilities  
Nursing & personal care  
General medical & surgical hospital

## WORK HOURS

Full-time	32-42 hr/wk	Almost all
Part-time	20-32 hr/wk	Most
Temporary	10-20 hr/wk	Some
Seasonal	40 hr/wk	Few

Almost all work a swing shift; most work a graveyard shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	19%
Employee Referrals	38%
Newspaper Advertisements	75%
Private Employment Agencies	6%
EDD	6%
School Program Referrals	38%
Union Hall Referrals	0%
Walk-in Applicants	38%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

Other: Word of Mouth

## GENERAL INFORMATION

□ **SKILLS:** Applicants should be healthy, tactful, patient, understanding, emotionally stable, dependable and have a desire to help people. They should also be able to work as part of a team, have good communication skills and be willing to perform repetitive, routine tasks.

Nursing aide training courses cover body mechanics, nutrition, anatomy and physiology, infection control, communication skills and resident rights. Personal care skills such as how to help patients bathe, eat, and groom are also taught. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** A few employers mentioned software-charting training.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions: supervisory, LVN, CNA, RN. Promotional needs mentioned include education, work ethic, ambition and nursing skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 84% of this workforce. 19% of the employers are Union or subject to collective bargaining. Alternate job titles include Nurses Assistants and Care Assistants.

## PACKAGING AND FILLING MACHINE OPERATORS AND TENDERS

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

OES#929740

15 Employers Representing 487 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	33%
High School or Equivalent	67%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	20	47	33	a
If Required or Preferred: Is Experience in other occupations accepted?	78		22	b
If Required or Preferred: Will training substitute for experience?	70		30	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 7 months.

b-Other occupational experience named by employers includes an average of 8 months of manufacturing or assembly line experience.

c-Average training required for employment is 8 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 950, large

7-year growth to 2002: +90 employees

7-year growth rate: 9.5%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 25.1% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was under 15%.

Many employers indicated that this occupation would remain stable over the next two years, and not as many reported it would grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.50	\$6.65
Union	\$6.95-\$11.67	\$10.78
New, experienced	\$5.75-\$9.62	\$7.00
Union	\$9.59-\$11.67	\$10.78
3 years with firm	\$5.75-\$11.00	\$8.83
Union	\$11.94-\$16.00	\$13.80

A few employers pay bonuses

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	7%	7%	0%	0%
Dental	53%	0%	7%	0%	0%	0%
Vision	47%	0%	7%	0%	0%	0%
Life	47%	0%	0%	0%	0%	0%
Sick Leave	53%	0%	0%	0%	0%	0%
Vacation	80%	0%	0%	0%	0%	0%
Retirement	47%	7%	0%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

Some employers offer a 401K plan, a few have a profit sharing plan.

## EMPLOYING INDUSTRIES

Dehydrated fruits, vegetables, soups  
Sausages & other prepared meats  
Bottled and canned soft drinks  
Canned fruits and vegetables  
Meat packaging plants  
Food preparations

## WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	20-30 hr/wk	Some
Temporary	20-40 hr/wk	Few
Seasonal	20 hr/wk	Few

Many work swing shifts and graveyard shifts.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	40%
Employee Referrals	80%
Newspaper Advertisements	53%
Private Employment Agencies	13%
EDD	40%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	27%
Trade Journals	0%
Internet	0%
Colleges/Universities	0%

## GENERAL INFORMATION

□ **SKILLS:** Operation Monitoring, operation and control, equipment maintenance, repairing; GENERAL WORK ACTIVITIES: Handling and moving objects, controlling machines and processes, repairing and maintaining mechanical equipment. (Source: O\*NET Dictionary of Occupational Titles)

□ **EMERGING TECHNOLOGY AND SKILLS:** None given.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, some do not promote. Many promote to supervisory or leadman positions. Promotional needs most named were management and leadership ability, job knowledge, orientation to quality and detail, and be a team player.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 32% of this workforce. 20% of the employers are Union or subject to collective bargaining.

## SECRETARIES, EXCEPT LEGAL AND MEDICAL

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.

OES#551080

16 Employers Representing 32 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	75%
Associate (2 year) Degree	25%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	100	0	0	a
If Required or Preferred: Is Experience in other occupations accepted?	56		44	b
If Required or Preferred: Will training substitute for experience?	38		63	c
Is Technical/Vocational Training Required?	63	13	25	d

a-Average experience required for employment is 26 months.

b-Other occupational experience named by employers includes an average of 22 months in clerical, general office or education fields.

c-Average training time required for employment is 12 months.

d-Types of training named by employers include an average of 12 months computer or secretarial training.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	N/A

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

All employers reported that prior experience is required for employment. None of the firms surveyed would hire inexperienced workers.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 4370, very large

7-year growth to 2002: 430 employees

7-year growth rate: 9.8%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 9.4% annually. Employer hiring to fill openings from turnover accounted for over one-third of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was over 10%.

Most employers indicated that this occupation would remain stable over the next two years; some reported that it would grow.



## WAGES

Hourly Wages	Range	Median
New, no experience	N/A	N/A
New, experienced	\$6.47-\$15.21	\$10.76
3 years with firm	\$7.19-\$19.83	\$12.83

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	38%	0%	38%	0%	0%	0%
Vision	38%	0%	31%	0%	0%	0%
Life	56%	0%	13%	0%	0%	0%
Sick Leave	88%	0%	6%	0%	0%	0%
Vacation	100%	0%	0%	0%	0%	0%
Retirement	31%	0%	44%	0%	6%	0%
Child Care	0%	0%	6%	0%	0%	0%

## EMPLOYING INDUSTRIES

Elementary & secondary schools

Real estate agents & managers

Offices & clinics of medical doctors

## WORK HOURS

Full-time	35-43 hr/wk	All
Part-time	20-25 hr/wk	Few
Temporary	40 hr/wk	Few
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	25%
Employee Referrals	38%
Newspaper Advertisements	81%
Private Employment Agencies	13%
EDD	0%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	0%
Trade Journals	0%
Internet	13%
Colleges/Universities	13%

Other: Word of Mouth

## GENERAL INFORMATION

□ **SKILLS:** Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Shorthand is necessary for some positions. Because secretaries must be tactful in their dealings with many different people, employers also look for good interpersonal skills. Discretion, good judgment, organizational ability, and initiative are especially important for higher-level secretarial positions. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** All employers want word processing, almost all want spreadsheet, and a few want database and/or desktop publishing. Programs mentioned were EXCEL, WORD, WordPerfect, PowerPoint and M/S Office.

□ **EMERGING TECHNOLOGY AND SKILLS:** Information technology computer skills.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, some do not promote. Some promote to management or administrative assistant. Computer skill was the most mentioned promotional need.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 100% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Administrative Assistant, Executive Assistant, and Office Assistant.

## SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems.

**OES#251020**

**16 Employers Representing 39 Employees in Fresno County**

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	25%
Associate (2 year) Degree	31%
Bachelor (4 year) Degree	44%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	88	0	13	a
If Required or Preferred: Is Experience in other occupations accepted?	14		86	b
If Required or Preferred: Will training substitute for experience?	29		71	c
Is Technical/Vocational Training Required?	56	6	38	d

a-Average experience required for employment is 36 months.

b-Other occupational experience named by employers is an average of 36 months.

c-Average training time required for employment is 23 months.

d-Types of training named by employers include an average of 22 months in computer technology.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

<b>Experienced:</b>	Moderately difficult
<b>Inexperienced:</b>	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

**1995 Size:** 320, medium

**7-year growth to 2002:** +170 employees

**7-year growth rate:** 53.1%, much faster than average

#### EMPLOYER RESPONSES

**TURNOVER:** 17.9% annually. Employer hiring to fill openings from turnover accounted for more than two-thirds of all hiring during the last 12 months.

**GROWTH:** Employers reported the year 2000 growth rate was just over 8%.

Many employers indicated that this occupation would remain stable over the next two years, not as many believe it will grow.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$15.09-\$15.25	\$15.17
New, experienced	\$10.36-\$21.58	\$17.02
3 years with firm	\$11.51-\$25.45	\$20.91

A few employers pay bonuses

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	50%	0%	50%	0%	0%	0%
Dental	50%	0%	38%	0%	0%	0%
Vision	50%	0%	25%	0%	0%	0%
Life	63%	0%	19%	0%	13%	0%
Sick Leave	94%	0%	0%	0%	0%	0%
Vacation	94%	0%	0%	0%	0%	0%
Retirement	38%	0%	56%	0%	6%	0%
Child Care	6%	0%	13%	0%	0%	0%

Some employers offer a 401K plan or savings plan.

## EMPLOYING INDUSTRIES

General medical & surgical hospitals  
 Local government  
 Management services  
 Federal government  
 Public Administration: executive and legislative combined

## WORK HOURS

Full-time	40 hr/wk	All
Part-time	N/A	None
Temporary	40 hr/wk	Few
Seasonal	N/A	None

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	31%
Employee Referrals	31%
Newspaper Advertisements	75%
Private Employment Agencies	13%
EDD	25%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	19%
Internet	63%
Colleges/Universities	13%

## GENERAL INFORMATION

□ **SKILLS:** Employers generally look for people who are familiar with programming languages, have broad knowledge and experience with computer systems and technologies, strong problem-solving and analysis skills, and good interpersonal skills. System analysts must think logically, have good communication skills and deal with a number of tasks simultaneously. The ability to concentrate and pay close attention to detail is important. Computer specialists may work independently or in teams on large projects. They must be able to communicate effectively with computer personnel, such as programmers and managers, as well as with users or other staff who may have no technical computer background. (Source: OOH)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Almost all employers want word processing, most want spreadsheet, many want database and some want desktop publishing. Programs most mentioned were M/S systems, UNIX, EXCEL, AS400 and Windows.

□ **EMERGING TECHNOLOGY AND SKILLS:** Internet, networks, and current technology.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions, many don't promote. Many promote to MIS manager or director. Management skills, computer knowledge, and experience were the most mentioned promotional needs.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 31% of this workforce. 6% of employers are Union or subject to collective bargaining. Alternate job titles include System Specialists and Management Information System Technologists.

## TEACHERS – ELEMENTARY SCHOOL

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills.

OES#313050

16 Employers Representing 2837 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	0%
High School or Equivalent	6%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	88%
Graduate Study	6%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	19	38	44	a
If Required or Preferred: Is Experience in other occupations accepted?	22		78	b
If Required or Preferred: Will training substitute for experience?	56		44	c
Is Technical/Vocational Training Required?	19	0	81	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 9 months working with children in child development.

c-Average training time is 55 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Moderately difficult

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 4390, very large

7-year growth to 2002: 690 employees

7-year growth rate: 15.7%, faster than average

#### EMPLOYER RESPONSES

TURNOVER: 7.9% annually. Employer hiring to fill openings from turnover accounted for almost two-thirds of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 1%.

Many employers indicated that this occupation would grow over the next two years, not as many reported that it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$10.00-\$18.44	\$14.22
Union	\$13.94-\$16.99	\$15.29
New, experienced	\$7.00-\$18.44	\$10.00
Union	\$14.62-\$17.21	\$16.15
3 years with firm	\$7.25-\$18.44	\$12.56
Union	\$15.14-\$20.50	\$17.32

Wages may not always appear to increase with experience; some companies hire *experienced* workers but pay entry-level wages, while other companies hire *inexperienced* workers but pay higher wages at all experience levels.

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	6%	50%	13%	0%	0%
Dental	31%	13%	44%	13%	0%	0%
Vision	31%	13%	44%	13%	0%	0%
Life	13%	6%	19%	13%	13%	0%
Sick Leave	44%	19%	25%	13%	6%	6%
Vacation	31%	19%	0%	0%	0%	0%
Retirement	13%	0%	56%	31%	0%	0%
Child Care	0%	0%	0%	6%	0%	0%

## EMPLOYING INDUSTRIES

Elementary and secondary schools  
Schools and educational services  
Child day care services

## WORK HOURS

Full-time	35-40 hr/wk	Almost all
Part-time	5-23 hr/wk	Many
Temporary	20 hr/wk	Few
Seasonal	N/A	None

A few employers offer afternoon or after school hours

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	13%
Employee Referrals	31%
Newspaper Advertisements	69%
Private Employment Agencies	0%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	19%
Trade Journals	0%
Internet	25%
Colleges/Universities	94%

Other: Job fairs

## GENERAL INFORMATION

□ **SKILLS:** In addition to being knowledgeable in their subject, the ability to communicate, inspire trust and confidence, and motivate students, as well as understanding their educational and emotional needs, is essential for teachers. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in high student achievement. They also should be organized, dependable, patient, and creative. Teachers must also be able to work cooperatively and communicate effectively with other teaching staff, support staff, parents, and other members of the community. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Some employers desire word processing and computer skills.

□ **PROMOTIONAL OPPORTUNITIES:** Almost all employers promote to higher-level positions, some to administration or to a resource teacher. The most mentioned promotional needs were appropriate education and credentials, leadership ability, job knowledge and people skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 74% of this workforce. 56% of the employers are Union or subject to collective bargaining.

## TELEMARKETERS AND TELEPHONE SOLICITORS

Telemarketers and Telephone Solicitors solicit orders for merchandise or services over telephone: Calls prospective customers to explain type of service or merchandise offered. Quotes prices and tries to persuade customer to buy, using prepared sales talk. Records names, addresses, purchases, and reactions of prospect solicited. Refers orders to other workers for filling. Keys data from order card into computer, using keyboard. May develop lists of prospects from city and telephone directories. May type report on sales activities. May contact Driver, Sales Route to arrange delivery of merchandise.

OES#299357014

14 Employers Representing 309 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	21%
High School or Equivalent	64%
Associate (2 year) Degree	7%
Bachelor (4 year) Degree	7%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	36	36	29	a
If Required or Preferred: Is Experience in other occupations accepted?	50		50	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	7	0	93	

a-Average experience required for employment is 14 months.

b-Other occupational experience named by employers includes an average of 7 months in customer service.

c-Average training time named by employers is 10 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Very difficult
Inexperienced:	Moderately difficult

Employer demand is considerably greater than supply of qualified experienced applicants. Employers often cannot find qualified experienced applicants.

Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: Not Available

7-year growth to 2002: Not Available

7-year growth rate: Not Available

#### EMPLOYER RESPONSES

TURNOVER: 45.6% annually. Employer hiring to fill openings from turnover accounted for almost three-fourths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 19%.

Many employers indicated that this occupation would grow over the next two years. Not as many reported it would remain stable.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$11.51	\$7.00
New, experienced	\$5.75-\$14.38	\$8.74
3 years with firm	\$5.75-\$19.18	\$11.00

Some employers pay a bonus

## BENEFITS 93% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	31%	0%	31%	8%	8%	0%
Dental	23%	0%	31%	8%	8%	0%
Vision	23%	0%	23%	8%	8%	0%
Life	23%	0%	8%	8%	8%	0%
Sick Leave	38%	0%	8%	8%	8%	0%
Vacation	54%	8%	0%	0%	0%	0%
Retirement	31%	0%	15%	8%	8%	0%
Child Care	0%	0%	0%	0%	0%	0%

## EMPLOYING INDUSTRIES

Radio broadcasting stations

Business services

## WORK HOURS

Full-time	30-52 hr/wk	Most
Part-time	20-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40 hr/wk	Few

Some employers have a swing shift.

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	29%
Employee Referrals	57%
Newspaper Advertisements	64%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	0%
Walk-in Applicants	14%
Trade Journals	0%
Internet	14%
Colleges/Universities	0%

Other: Word of mouth and job fairs

## GENERAL INFORMATION

□ **SKILLS:** Persuasion, service orientation. (Source: O\*NET Dictionary of Occupational Titles)

□ **SOFTWARE SKILLS DESIRED FOR EMPLOYMENT:** Many employers want word processing, some want database and a few want desktop publishing.

□ **EMERGING TECHNOLOGY AND SKILLS:** Internal computer Networks.

□ **PROMOTIONAL OPPORTUNITIES:** Many employers promote to higher-level positions, some do not promote. Many promote to management or supervisory positions; a few promote to ad sales. Promotional needs mentioned include a good work ethic, successful sales-job skills, communication, managerial skills and good writing skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 56% of this workforce. Alternate job title includes sales representative.

## TRUCK DRIVERS – HEAVY OR TRACTOR TRAILER

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

OES#971020

15 Employers Representing 544 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	47%
High School or Equivalent	53%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	87	13	0	a
If Required or Preferred: Is Experience in other occupations accepted?	20		80	b
If Required or Preferred: Will training substitute for experience?	40		60	c
Is Technical/Vocational Training Required?	29	0	71	d

a-Average experience required for employment is 18 months.

b-The average amount of occupational training time given by employers was 15 months.

c-Average training time is 7 months.

d-Training time named by employers averages 3 months.

### EMPLOYER SUPPLY & DEMAND

How difficult is it to find applicants?

Experienced:	Moderately difficult
Inexperienced:	Insufficient data

Employer demand is somewhat greater than the supply of qualified experienced applicants. Employers may have some difficulty finding qualified experienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 3410, very large

7-year growth to 2002: +130 employees

7-year growth rate: 3.8%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 37.5% annually. Employer hiring to fill openings from turnover accounted for almost three-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just under 16%.

Most employers indicated that this occupation would grow over the next two years, and some reported it would remain stable.



## WAGES

Hourly Wages	Range	Median
New, no experience	Insufficient Data	Insufficient Data
New, experienced	\$7.00-\$15.34	\$10.00
3 years with firm	\$9.00-\$18.41	\$13.00

## BENEFITS 100% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	67%	0%	33%	0%	0%	0%
Dental	40%	0%	13%	0%	0%	0%
Vision	40%	0%	7%	0%	7%	0%
Life	67%	0%	7%	0%	0%	0%
Sick Leave	47%	0%	0%	0%	0%	0%
Vacation	80%	7%	0%	0%	0%	0%
Retirement	40%	0%	20%	0%	13%	0%
Child Care	0%	0%	0%	0%	7%	0%

Some employers offer 401K.

## EMPLOYING INDUSTRIES

Local trucking, without storage  
Trucking, except local

## WORK HOURS

Full-time	40-70 hr/wk	Almost all
Part-time	22-30 hr/wk	Some
Temporary	N/A	None
Seasonal	40-50 hr/wk	Few

Some company's dispatch hours will vary with demand

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	7%
Employee Referrals	93%
Newspaper Advertisements	93%
Private Employment Agencies	7%
EDD	7%
School Program Referrals	0%
Union Hall Referrals	7%
Walk-in Applicants	53%
Trade Journals	0%
Internet	7%
Colleges/Universities	0%

## GENERAL INFORMATION

□ **SKILLS:** State and Federal regulations govern the qualifications and standards for truckdrivers. Applicants must demonstrate they can operate a commercial truck safely. In California a driver may operate a commercial truck at the age of 18, but he is not allowed to drive on the interstate until the age of 21. Regulations require that drivers must pass a physical examination once every two years. The main physical requirements include good hearing, 20/40 vision with or without glasses or corrective lenses, and a 70-degree field of vision in each eye. Drivers cannot be colorblind. Drivers must have normal use of arms and legs and normal blood pressure. Drivers cannot use any controlled substances. If he is taking a prescription drug that contains a chemical that is on the prohibited list, he still cannot drive, even if prescribed. Persons with epilepsy or diabetes controlled by insulin are not permitted to be interstate truckdrivers. Federal regulations also require employers to test their drivers for alcohol and drug use as a condition of employment, and require periodic random tests while on duty. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** Employers mentioned the need for knowledge of the most recent rules of the road.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers promote to higher-level positions, many do not promote. Most promote to dispatcher, supervision or management. Promotional needs mentioned include management and people skills.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 8% of this workforce. 13% of the employers are Union or subject to collective bargaining. Alternate job titles include Big Rig or Transport Driver.

## TRUCK DRIVERS, LIGHT – INCLUDE DELIVERY AND ROUTE

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks.

OES#971050

18 Employers Representing 160 Employees in Fresno County

### EDUCATION required for employment

Less Than High School	44%
High School or Equivalent	56%
Associate (2 year) Degree	0%
Bachelor (4 year) Degree	0%
Graduate Study	0%

### Training & Experience % of employers' response

	% Yes	% Not Required But Preferred	% No	Notes
Is Prior Experience Required in this Occupation?	17	17	67	a
If Required or Preferred: Is Experience in other occupations accepted?	67		33	b
If Required or Preferred: Will training substitute for experience?	50		50	c
Is Technical/Vocational Training Required?	0	0	100	

a-Average experience required for employment is 12 months.

b-Other occupational experience named by employers includes an average of 12 months in warehousing.

c-Average training time is 12 months.

### EMPLOYER SUPPLY & DEMAND

#### How difficult is it to find applicants?

Experienced:	Not difficult
Inexperienced:	Moderately difficult

Supply of qualified experienced applicants is considerably greater than demand, creating a very competitive job market for applicant. Employer demand is somewhat greater than the supply of qualified inexperienced applicants. Employers may have some difficulty finding qualified inexperienced applicants at times and applicants may find some competition in their job search.

### EMPLOYMENT TRENDS

#### EDD PROJECTIONS

1995 Size: 2790, very large

7-year growth to 2002: +250 employees

7-year growth rate: 9%, slower than average

#### EMPLOYER RESPONSES

TURNOVER: 22.5% annually. Employer hiring to fill openings from turnover accounted for over four-fifths of all hiring during the last 12 months.

GROWTH: Employers reported the year 2000 growth rate was just over 5%.

Almost all employers indicated that this occupation would remain stable over the next two years.

## WAGES

Hourly Wages	Range	Median
New, no experience	\$5.75-\$8.00	\$6.00
New, experienced	\$5.75-\$9.21	\$6.75
3 years with firm	\$5.75-\$10.36	\$8.00

## BENEFITS 94% of employers offer benefits

Benefit	Employer Paid		Share of Cost		Employee Paid	
	Full-time	Part-time	Full-time	Part-time	Full-time	Part-time
Medical	35%	0%	41%	6%	0%	0%
Dental	18%	0%	41%	0%	6%	0%
Vision	12%	0%	18%	0%	6%	0%
Life	41%	0%	6%	0%	6%	0%
Sick Leave	29%	0%	0%	0%	0%	0%
Vacation	76%	0%	0%	0%	0%	0%
Retirement	18%	6%	12%	0%	0%	0%
Child Care	0%	0%	6%	0%	0%	0%

Some employers a 401K plan

## EMPLOYING INDUSTRIES

Eating-places  
Florists  
Courier services, except by air  
General automotive repair shops  
Local trucking, without storage  
New & used car dealers

## WORK HOURS

Full-time	35-58 hr/wk	Most
Part-time	20-25 hr/wk	Some
Temporary	10-40 hr/wk	Few
Seasonal	N/A	None

Some employers work swing shifts

## RECRUITMENT methods used by employers

Method	Firms Using This Method
In-house Promotion or Transfer	22%
Employee Referrals	89%
Newspaper Advertisements	78%
Private Employment Agencies	11%
EDD	0%
School Program Referrals	6%
Union Hall Referrals	0%
Walk-in Applicants	61%
Trade Journals	0%
Internet	0%
Colleges/Universities	6%

## GENERAL INFORMATION

□ **SKILLS:** Applicants must pass a written test on rules and regulations, and then demonstrate they can operate a truck safely. Because drivers often deal directly with company's customers, they must get along well with people. For jobs as driver-sales workers, employers emphasize the ability to speak well, a neat appearance, self-confidence, initiative, and tact. Employers also look for responsible self-motivated individuals able to work with little supervision. (Source: OOH)

□ **EMERGING TECHNOLOGY AND SKILLS:** None mentioned.

□ **PROMOTIONAL OPPORTUNITIES:** Most employers do promote; some do not promote to higher-level positions. Some promote to parts or sales counter positions. A few promote to shift supervisors and leaders or warehouse and shipping clerks. The most mentioned promotional needs include knowledge of the job and knowledge of the product.

□ **OTHER RELEVANT INFORMATION:** Female employees make up 12% of this workforce. 6% of the employers are Union or subject to collective bargaining. Alternate job titles include delivery drivers and parts drivers.



# **SECTION 5**

# **TRAINING DIRECTORY**

# Introduction

This training directory is a compliment to the 2002 Occupational Outlook Report. As such, it only covers schools or other organizations providing training in the occupations covered in this report (The occupations surveyed from 2000 to 2002).

Disclaimer: The Employment Development Department (EDD) does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently, and we recommend contacting the schools to verify the information listed in the profile.

Eligible Training Providers (ETPs) operating in Fresno County provide training in locally defined demand occupations. It is required that all training programs be accredited by a state accrediting organization or a registered union apprenticeship program, and that training programs meet the locally defined requirements for certificate of completion/skill attainment and/or state certification or licensing.

The material for this section came from several sources. The following Uniform Resource Locators (URLs) are available online for additional information.

[www.soicc.ca.gov/ctep](http://www.soicc.ca.gov/ctep): California Training & Education Providers

[www.cactis.ca.gov](http://www.cactis.ca.gov): California Career & Training Information System

[www.usworks.com/centralvalley](http://www.usworks.com/centralvalley): USWorks

<http://etpl.edd.ca.gov/wiaetplind.htm>: State of California Eligible Training Provider List

Educational programs change from year to year and from semester to semester. Also, some schools offer programs as high school courses or transfer programs linked as credit for other schools. Therefore, it is important for the user of this section to contact the school directly in order to verify the training program being offered for the current semester. Phone, fax, Internet, and E-mail information is provided in **Part 2** (p. 186) of this Training Directory to aid you in your research.

# TRAINING DIRECTORY PARTS

**The Training Directory is divided into two parts:**

**Part 1: 2000-2002 Occupations Index/Sources of Training**

**Page 174**

This provides a list of all occupations surveyed in the years of 2000 to 2002. Only those schools that offer some form of credential of completion for that specific occupation are shown under the occupational title. N/A appears when (1) no CIP code was assigned to that occupation by the Department of Education, (2) no schools were identified as offering training for that occupation, or (3) the majority of the training is usually on-the-job training done by each individual employer.

**Part 2: 2002 Vocational Training Providers**

**Page 186**

This lists the known accredited training providers in the 2002 year of survey. We have also provided the school addresses, phone and fax numbers, and any known URL or E-mail addresses.

We hope this will provide you with an accurate and user-friendly source of information on training providers in Fresno County.

# Part 1

## 2000-2002 Occupations Index/Sources of Training

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### Accountants & Auditors

California School of Technology, Inc.  
California State University, Fresno  
Clovis Center  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno Pacific University  
H & R Block Income Tax Courses (Tax Only)  
Heald College  
National Training Institute  
National University  
Reedley College  
University of Phoenix  
Valley Software Educational Center  
West Hills Community College

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### Administrative Assistants

Clovis Adult Education  
Clovis Center  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno ROP  
Goodwill Industries of San Joaquin Valley  
Heald College  
Microcomputer Education Center (MCed)  
MTMA Schools, Inc.  
National Training Institute  
National University  
Reedley College  
San Joaquin Valley College, Fresno Campus  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College  
West Hills Community College

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### Administrative Services Managers

California State University, Fresno  
Fresno State Extended Education  
Fresno City College  
Fresno Pacific University  
Microcomputer Education Center (MCed)  
Reedley College  
San Joaquin Valley College  
West Hills Community College

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**Assemblers & Fabricators**

Fresno City College  
Fresno Vicinity Sheet Metal Industry (JATC)  
National Training Institute  
Reedley College  
Valley Vocational College

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**Automotive Mechanics**

Auto Service Systems  
Central Valley Automotive & Machinist (JAC)  
Fresno City College  
Fresno City College Career & Technology Center  
Fresno ROP  
Hi-Tech Vocational Institute  
Reedley College  
Career and Technology Center  
Valley Regional Occupational Program  
Valley Vocational College

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**Bill & Account Collectors**

Five Rivers Truck School  
Fresno City College  
Fresno Institute of Technology  
Heald College  
Microcomputer Education Center (MCed)  
MTMA Schools, Inc.

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**Bookkeeping Accounting, and Auditing Clerks**

California School of Technology, Inc.  
California State University, Fresno  
Clovis Center  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno Pacific University  
H & R Block Income Tax Courses (Tax Only)  
Heald College  
National Training Institute  
Reedley College  
The Job Skills Center  
University of Phoenix  
Valley Software Educational Center  
West Hills Community College

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**Bus Drivers**

Advanced Truck Driving School  
Quality College of Vocational Careers

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**Bus Drivers—School**

Advanced Truck Driving School  
Quality College of Vocational Careers

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**Carpenters**

California School of Technology  
Carpenters' Training Committee for Northern CA  
Construction Craft Training Center  
Fresno City College Career & Technology Center  
Fresno ROP  
Valley Regional Occupational Program  
Valley Vocational College

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**Cashiers**

Goodwill Industries of San Joaquin Valley  
Reedley College  
Selma Adult School  
Valley Vocational College

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**Computer Support Specialists**

Business Productivity Group  
Clovis Center  
Computer Training Institute of Central California  
Fresno City College  
Fresno City College Career & Technology Center  
Fresno R O P  
Heald College  
Institute of Technology  
Microcomputer Education Center (MCed)  
National Training Institute  
National University  
New Horizons Computer Learning Centers, Fresno  
Reedley College  
San Joaquin Valley College, Fresno Campus  
Selma Adult School  
Tech-Connect San Joaquin Valley, Inc.  
Valley Regional Occupational Program  
Valley Software Educational  
West Hills Community College

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**Cooks—Restaurant**

Fresno City College  
MTMA Schools, Inc.  
Quality College of Vocational Careers  
Reedley College  
Valley ROP

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**Cooks-Specialty Fast Food**

Quality College of Vocational Careers

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**Correction Officers and Jailors**

Fresno City College  
San Joaquin Valley College  
West Hills College

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**Counter & Rental Clerks**

California School of Technology, inc.  
Central Valley Training Center  
Donald R. Reid & Associates  
Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
Hi-Tech Vocational Institute  
MTMA Schools  
Reedley College  
Valley Vocational College

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**Data Entry Keyers-Except Composing**

Central Adult Education  
Fresno City College  
Heald College—Fresno  
Microcomputer Education Center (MCed)  
National Training Institute  
Reedley College  
Valley Regional Occupational Program  
Valley Software Educational  
Valley Vocational College  
West Hills Community College

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**Dental Assistants**

Galen College of Medical & Dental Assistants  
Reedley College  
San Joaquin Valley College

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**Dental Hygienists**

Fresno City College  
Reedley College

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**Education Administrators**

California State University, Fresno  
California State University, Fresno Extended Ed.  
Fresno Adult School  
Fresno Pacific University  
Fresno Regional Occupational Program  
National University  
West Hills Community College

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**Education Teachers, Postsecondary**

California State University, Fresno  
National University

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**Electrical and Electronic Assemblers**

Fresno City College  
Heald College, Fresno  
National Training Institute

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**Electricians**

Construction Craft Training Center  
Electrical Joint Apprentice & Training Committee  
Fresno City College  
Valley Vocational College

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**File Clerks**

California School of Technology  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Computer Training Institute of Central California  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno ROP  
Goodwill Industries of San Joaquin Valley  
Heald College  
Institute of Technology  
MTMA Schools, Inc.  
Microcomputer Education Center (MCed)  
Reedley College  
San Joaquin Valley College, Fresno Campus  
The Job Skills Center  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills Community College

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**First Line Supervisors & Manager/Supervisors**

Fresno City College  
National University  
Reedley College  
San Joaquin Valley College  
Sierra Valley Business College

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**Food Preparation Workers**

Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno ROP  
Quality College of Vocational Careers  
Reedley College  
Valley Regional Occupational Program  
West Hills Community College

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**Food Service Managers**

Fresno City College  
Fresno Institute of Technology  
MTMA Schools, Inc.  
Quality College of Vocational Careers  
Valley Regional Occupational Program

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**General Office Clerks**

California School of Technology  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Computer Training Institute of Central California  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno ROP  
Goodwill Industries of San Joaquin Valley  
Heald College  
MTMA Schools, Inc.  
Microcomputer Education Center (MCed)  
National Training Institute  
Reedley College  
San Joaquin Valley College, Fresno Campus  
The Job Skills Center  
Valley Regional Occupational Program  
Valley Software Educational Center  
Valley Vocational College  
West Hills Community College

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**Graders and Sorters-Agricultural Products**

N/A

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**Guards & Watch Guards**

Fresno Adult School  
Fresno City College  
Police Science Institute  
Reedley College  
Valley Regional Occupational Program

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**Hairdressers, Hairstylists, & Cosmetologists**

Clovis Adult Education  
Federico Colleges/Federico Beauty Colleges  
Fresno City College  
Lawrence and Company College of Cosmetology  
Lyle's First and Herndon College of Beauty  
Lyle's Fresno Shaw & Marks College of Beauty  
Manchester College of Beauty  
Moler Barber College and School

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**Hand Packers and Packagers**

N/A

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**Heating & A/C, Refrigeration Mechanics**

Fresno Area Plumbers, Pipe & Refrigeration  
Fresno City College  
Fresno Regional Occupational Program  
Fresno Vicinity Sheet Metal Industry (JAC)  
Quality College of Vocational Careers  
San Joaquin Valley College

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**Home Health Aids**

Clovis Adult School  
Fresno Adult School  
Quality College of Vocational Careers  
West Hills Community College

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**Human Services Workers**

Fresno City College  
National University  
Selma Adult School

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**Instructional Aides**

Fresno Adult School  
Fresno City College  
Fresno Regional Occupational Program  
Reedley College  
Selma Adult School  
Valley Regional Occupational Program  
West Hills Community College

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**Instructors—Nonvocational Education**

California State University, Fresno  
California State University, Fresno Extended Ed.  
Fresno Adult School  
Fresno Pacific University  
Fresno Regional Occupational Program  
West Hills Community College

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**Internet Web Site Designers/Developers**

California State University, Fresno  
Fresno City College  
Fresno City College—Training Institute  
Fresno Institute of Technology  
Heald College—Fresno, California  
Microcomputer Educational Center (MCed)  
National University  
University of Phoenix  
Valley Regional Occupational Program  
West Hills Community College

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**Interpreters & Translators, Foreign Language**

Fresno Adult School  
Fresno State Extended Education  
Reedley College

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**Janitors and Cleaners (Except Maids)**

Clovis Adult Education  
Fresno Adult School  
Fresno City College  
Goodwill Industries of San Joaquin Valley  
Quality College of Vocational Careers  
Selma Adult School  
Valley Vocational College

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**Laborers, Landscaping and Grounds keeping**

Fresno City College  
Reedley College

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**Legal Secretaries**

Central California College School of Law  
Fresno Adult School  
Fresno City College  
Microcomputer Education Center (MCed)  
Oak Brook College of Law  
Reedley College

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**Licensed Vocational Nurses**

Clovis Adult School  
Fresno Adult School  
Selma Adult School

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**Machinery Maintenance Mechanics**

Central Valley Automotive & Machinists (JAC)  
Fresno Area Plumbers, Pipe and Refrigeration...  
Fresno City College  
Fresno City College Career & Technology Center  
Fresno Vicinity Sheet Metal Industry App. JATC  
National Training Institute  
Northern CA & Northern NV Stationary Engineers  
Reedley College  
The Training Institute, SCCC

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**Maids & Housekeeping Cleaners**

California School of Technology, Inc.  
Central Valley Training Center  
Clovis Adult Education  
Fresno Adult School  
Hi-Tech Vocational Institute  
Quality College of Vocational Careers  
Sanger Adult School  
Valley Vocational College

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**Maintenance Repairers—General Utility**

California School of Technology  
Central Valley Automotive & Machinist JAC  
Fresno City College  
Fresno City College Career & Technology Center  
Fresno Institute of Technology  
National Training Institute  
Reedley College  
Valley Vocational College

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**Medical Assistants**

Clovis Adult Education  
Computer Training Institute of Central California  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Galen College of Medical and Dental Assistants  
Microcomputer Education Center (MCed)  
Reedley College  
San Joaquin Valley College, Fresno Campus  
Valley Software Educational Center (Transcription)

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**Medical Records Technicians**

Community Trade and Technical Institute  
Fresno Adult School  
Fresno City College  
Quality College of Vocational Careers  
Valley Regional Occupational Program

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**Medical Secretaries**

Fresno City College  
Fresno Institute of Technology  
Heald College—Fresno  
Microcomputer Education Center (MCed)  
San Joaquin Valley College  
Sierra Valley Business College  
West Hills Community College

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**Medicine and Health Services Managers**

California State University, Fresno  
Fresno City College  
Fresno Pacific University  
Reedley College  
San Joaquin Valley College

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**Nurse Aides**

Beverly Training Center  
Central Adult School  
Clovis Adult Education  
Fresno Adult School  
Fresno Regional Occupational Program  
Galen College  
Reedley College  
Valley Regional Occupational Program

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**Packaging & Filling Machine Operators**

N/A

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**Pharmacy Technicians**

Institute of Technology  
Quality College of Vocational Careers  
Reedley College  
San Joaquin Valley College  
The Training Institute, SCCC

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**Postal Mail Carriers**

N/A

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**Radiologic Technologists**

Fresno City College

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**Receptionists & Information Clerks**

California School of Technology  
Central Adult Education  
Clovis Adult Education  
Clovis Center  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley  
Heald College  
MTMA Schools, Inc.  
Microcomputer Education Center (MCed)  
National University  
New Horizons Computer Learning Centers, Fresno  
Reedley College  
San Joaquin Valley College, Fresno Campus  
The Job Skills Center  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills Community College

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**Registered Nurses**

California State University, Fresno  
Fresno City College  
Reedley College

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**Respiratory Care Practitioners**

Fresno City College  
Reedley College

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**Sales Agents-Selected Business Services**

Central Valley Training Center  
Donald R. Reid & Associates  
Hi-Tech Vocational Institute  
Management Training/Marketing Associates  
National University  
West Hills Community College

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**Sales Representatives (Except Scientific)**

California School of Technology, Inc.  
Clovis Adult Education  
Donald R. Reid and Associates  
Fresno Adult School  
Fresno City College  
Fresno Pacific University  
Fresno Regional Occupational Program  
Hi-Tech Vocational Institute  
MTMA Schools, Inc.  
National Training Center  
National University  
Reedley College  
Valley Vocational College  
West Hills Community College

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**Salespersons—Retail (Except Vehicle Sales)**

Fresno City College  
Reedley College

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**Secretaries (Except Legal & Medical)**

California School of Technology  
Central Adult School  
Clovis Adult Education  
Clovis Center  
Custom Training Solutions  
Fresno Adult School  
Fresno City College  
Fresno Institute of Technology  
Fresno Regional Occupational Program  
Goodwill Industries of San Joaquin Valley  
Heald College  
MTMA Schools, Inc.  
Microcomputer Education Center (MCed)  
New Horizons Computer Learning Centers, Fresno  
Reedley College  
San Joaquin Valley College, Fresno Campus  
Selma Adult School  
Valley Regional Occupational Program  
Valley Vocational College  
West Hills Community College

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**Stock Clerks – Stockroom, Warehouse, Yard**

Microcomputer Education Center (MCed)  
Valley Regional Occupational Program

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**Systems Analyst — Electronic Data Processing**

Business Productivity Group  
California State University, Fresno  
Fresno Institute of Technology  
Microcomputer Education Center (MCed)  
National Training Institute  
National University  
New Horizons Computer Learning Centers, Fresno  
Reedley College  
Tech Connect—San Joaquin Valley  
University of Phoenix  
Valley Regional Occupational Program  
West Hills Community College

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**Teachers—Elementary School**

California State University, Fresno  
Clovis Center  
Fresno City College  
Fresno Pacific University  
Fresno Pacific University—Graduate School  
Fresno Regional Occupational Program  
National University  
Reedley College  
Selma Adult School  
University of Phoenix

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**Teachers—Secondary School**

California State University, Fresno  
Fresno City College  
Fresno Pacific University  
Fresno Pacific University—Graduate School  
Fresno Regional Occupational Program  
National University  
Reedley College  
Selma Adult School

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**Teachers—Special Education**

California State University, Fresno  
Fresno City College  
Fresno Pacific University  
Fresno Pacific University—Graduate School  
National University  
Reedley College

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**Teachers & Instructors—Vocational Education**

California State University, Fresno  
CSU, Fresno Extended Education  
Fresno Adult School  
Fresno Pacific University  
Fresno Regional Occupational Program  
National University  
West Hills Community College

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**Telemarketers & Telephone Solicitors**

Fresno City College

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**Telephone and Cable T.V. Line Installers**

Electrical Joint Apprenticeship & Training JATC  
Fresno City College  
National Training Institute

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**Traffic, Shipping, and Receiving Clerks**

Fresno City College  
Valley Regional Occupational Program

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**Truck Drivers, Heavy or Tractor Trailer**

A 1 Truck School  
Advanced Truck Driving School  
Five Rivers Truck School  
Major Express Truck School  
Quality College of Vocational Careers  
Truck Driving Academy  
West Hills Community College  
Western Pacific Truck School

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**Truck Drivers, Light**

Fresno City College  
Major Express Truck School  
Quality College of Vocational Careers  
Truck Driving Academy—Fresno  
West Hills Community College  
Western Pacific Truck School

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**Vocational & Educational Counselors**

Five Rivers Truck School  
Fresno Pacific University  
National University  
Reedley College

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**Welders and Cutters**

Central Valley Automotive & Machinist JAC

Fresno City College

Quality College of Vocational Careers

Reedley College

Selma Adult School

Valley Vocational College

West Hills Community College

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## Part 2

# Year 2002 Vocational Training Providers

A1 Truck School  
3175 Highland Ave.  
Selma, CA 93662  
Phone: (559) 891-8909  
Fax: N/A  
Web site: N/A  
E-mail: [cotton6421@cs.com](mailto:cotton6421@cs.com)

Alliant International University  
5130 E. Clinton Way  
Fresno, CA 93727  
Phone: (559) 456-2777  
Fax: (559) 253-2267  
Web site: <http://www.alliant.edu>  
E-mail: [dhernandez@alliant.edu](mailto:dhernandez@alliant.edu)

A. D. Banker & Company  
7101 College Blvd, #1600  
Fresno, CA 93710  
Phone: (800) 866-2468  
Fax: (913) 451-3766  
Web site: [www.adbanker.com](http://www.adbanker.com)  
E-mail: [greg@mail.adbanker.com](mailto:greg@mail.adbanker.com)

Aurora's Vocational Training Institute  
13034 E. Manning  
Parlier, CA 93648-9616  
Phone: (559) 646-7542  
Fax: (559) 646-2336  
Web site: N/A  
E-mail: N/A

Advanced Truck Driving School  
2953 S. East Avenue  
Fresno, CA 93722  
Phone: (559) 441-4345  
Fax: (559) 441-4348  
Web site: [www.advancedtruckschool.com](http://www.advancedtruckschool.com)  
E-mail: [ATDS@MSN.com](mailto:ATDS@MSN.com)

Auto Service Systems  
3430 West Ashlan, #106  
Fresno, CA 93722  
Phone: (559) 227-7403  
Fax: (559) 227-7403  
Web site: N/A  
E-mail: [oakblossom@sti.com](mailto:oakblossom@sti.com)

Beverly Training Center  
2984 North Maroa  
Fresno, CA 93704  
Phone: (559) 226-9401  
Fax: (559) 226-4239  
Web site: N/A  
E-mail: N/A

Business Productivity Group, Inc.  
1477 E. Shaw #140  
Fresno, CA  
Phone: (559) 244-6300  
Fax: (559) 244-6305  
Web site: [Http://www.bpginc.com](http://www.bpginc.com)  
E-mail: [info@bpginc.com](mailto:info@bpginc.com)

California Christian College  
4881 East University Avenue  
Fresno, CA 93703  
Phone: (559) 251-4215  
Fax: (559) 251-4231  
Web site: [www.calchristiancollege.org](http://www.calchristiancollege.org)  
E-mail: [cccregistr@aol.com](mailto:cccregistr@aol.com)

California School of Technology  
P.O. Box 8539  
Fresno, CA 93747  
Phone: (559) 456-3902  
Fax: (559) 456-4291  
Web site: [www.caschooloftech.net](http://www.caschooloftech.net)  
E-mail: [fmnunez69@attbi.com](mailto:fmnunez69@attbi.com)

California State University, Fresno  
5150 North Maple M/S JA59  
Fresno, CA 93740-8026  
Phone: (559) 278-2048  
Fax: (559) 278-5760  
Web site: [www.csufresno.edu](http://www.csufresno.edu)  
E-mail: N/A

Carpenters' Training Committee for N. California (JATC)  
1335 N. Hulbert Ave.  
Fresno, CA 93728  
Phone: (559) 266-0273  
Fax: (559) 226-2103  
Web site: N/A  
E-mail: N/A

Central Adult School  
2698 North Brawley  
Fresno, CA 93722  
Phone: (559) 276-5230  
Fax: (559) 276-8204  
Web site: N/A  
E-mail: [hollandcl@hotmail.com](mailto:hollandcl@hotmail.com)

Central California College School of Law  
1759 Fulton Street  
Fresno, CA 93721-1634  
Phone: (559) 233-4074  
FAX: (559) 495-1366  
Web site: N/A  
E-mail: N/A

Central City Vocational Training School  
3328 W. Sussex Way  
Fresno, CA 93722  
Phone: (559) 222-1995  
Fax: (559) 222-1995  
Web site: N/A  
E-mail: N/A

Central Valley Automotive & Machinist (JAC)  
544 W. Olive Ave  
Fresno, CA 93728  
Phone: (559) 264-2815  
Fax: (559) 264-3060  
Web site: N/A  
E-mail: [harley@madnet.net](mailto:harley@madnet.net)

Central Valley Drywall/Lathers (JATC)  
1335 N. Hulbert Ave  
Fresno, CA 93727  
Phone: (559) 264-4350  
Fax: (559) 268-2004  
Web site: [www.drywall-lathing.com](http://www.drywall-lathing.com)  
E-mail: N/A

Central Valley Painters, Decorators & Paperhangers  
(JAC)  
1987 N. Gateway, Suite #101  
Fresno, CA 93727  
Phone: (559) 255-2113  
Fax: (559) 255-3806  
Web site: N/A  
E-mail: [bbob294@aol.com](mailto:bbob294@aol.com)

Central Valley Roofers, Waterproofers, & Allied Workers  
(JATC)  
4831 E. Shields, Room 27  
Fresno, CA 93726  
Phone: (559) 255-0933  
Fax: (559) 255-0983  
Web site: N/A  
E-mail: N/A

Clovis Adult Education  
1452 David E. Cook Way  
Clovis, CA 93611  
Phone: (559) 327-2870  
Fax: (559) 327-2889  
Web site: [www.clovisadulthoodschool.com](http://www.clovisadulthoodschool.com)  
E-mail: [johnballinger@cusd.com](mailto:johnballinger@cusd.com)

Clovis Center  
390 W. Fir Avenue  
Clovis, CA 93611  
Phone: (559) 323-4595  
Fax: (559) 324-6490  
Web site: <http://www.scccd.com>  
E-mail: N/A

Computer Training Institute of Central California  
567 W. Shaw Ave, Suite A1  
Fresno, CA 93704  
Phone: (559) 229-2888  
Fax: (559) 229-2885  
Web site: N/A  
E-mail: N/A

Construction Craft Training Center  
26218 Industrial Blvd  
Fresno, CA 93727  
Phone: (510) 785-2282  
Fax: (510) 785-1798  
Web site: [www.cctc.edu](http://www.cctc.edu)  
E-mail: [chris@cctc.edu](mailto:chris@cctc.edu)

Custom Training Solutions  
6042 N. Fresno ST., Suite 205  
Fresno, CA 93710  
Phone: (559) 432-4128  
Fax: (559) 432-8766  
Web site: N/A  
E-mail: N/A

Donald R. Reid & Associates  
1925 W. Fedora Avenue  
Fresno, CA 93705-3218  
Phone: (559) 229-1570  
Fax: (559) 224-8535  
Web site: [www.intlsalesinstitute.com](http://www.intlsalesinstitute.com)  
E-mail: [donreid@intlsalesinstitute.com](mailto:donreid@intlsalesinstitute.com)

Electrical Joint Apprenticeship & Training Committee  
(JATC)  
5420 E. Hedges  
Fresno, CA 93727  
Phone: (559) 251-5174  
Fax: (559) 251-8402  
Web site: N/A  
E-mail: N/A

Federico Colleges/Federico Beauty Colleges  
5660 North Blackstone Avenue  
Fresno, CA 93710  
Phone: (559) 432-4343  
Fax: (559) 432-2368  
Web site: N/A  
E-mail: [fcareer@pacbell.com](mailto:fcareer@pacbell.com)

Five Rivers Truck School  
2224 S. Maple  
Fresno, CA 93725  
Phone: (559) 486-0740  
Fax: (559) 486-1982  
Web site: [N/A](#)  
E-mail: [fiveriverstruck@aol.com](mailto:fiveriverstruck@aol.com)

Floral Design Academy  
2017 Second Street  
Selma, CA 93662  
Phone: (559) 896-4140  
Fax: (559) 896-4140  
Web site: N/A  
E-mail: N/A

Fresno Adult School  
2500 Stanislaus  
Fresno, CA 93721  
Phone: (559) 457-6000  
Fax: (559) 457-6033  
Web site: [www.fresnoadultschool.com](http://www.fresnoadultschool.com)  
E-mail: N/A

Fresno Area Bricklayers (JAC)  
4831 E. Shields #20  
Fresno, CA 93729  
Phone: (559) 645-4424  
Fax: (559) 645-6834  
Web site: N/A  
E-mail: N/A

Fresno Area Plumbers, Pipe and Refrigeration Fitters  
(JATC)  
1303 N. Rabe, Suite 102  
Fresno, CA 93727  
Phone: (559) 455-1526  
Fax: (559) 455-1874  
Web site: [ualocal246.com](http://ualocal246.com)  
E-mail: [willie@ualocal246.com](mailto:willie@ualocal246.com)

Fresno City College  
1101 East University Avenue  
Fresno, CA 93741  
Phone: (559) 442-4600  
Fax: (559) 485-3367  
Web site: [www.fresnocitycollege.edu](http://www.fresnocitycollege.edu)  
E-mail: [pl0571@scccd.cc.ca.us](mailto:pl0571@scccd.cc.ca.us)

Fresno City College Career and Technology Center  
2930 E. Annadale Ave.  
Fresno, CA 93725  
Phone: (559) 486-0173  
Fax: (559) 264-1156  
Web site: [www.fresnocitycollege.com](http://www.fresnocitycollege.com)  
E-mail: [jerry.sall@scccd.com](mailto:jerry.sall@scccd.com)

**Fresno County Workforce Investment Board**

Fresno Institute of Technology  
731 W. Shaw  
Clovis, CA 93612  
Phone: (559) 297-4500  
Fax: (559) 297-5822  
Web site: [http://universities.com/Schools/F/  
Fresno\\_Institute\\_Of\\_Technology.asp](http://universities.com/Schools/F/Fresno_Institute_Of_Technology.asp)  
E-mail: [asandoval@it-email.com](mailto:asandoval@it-email.com)

Fresno Pacific University  
1717 South Chestnut Avenue  
Fresno, CA 93702  
Phone: (559) 453-2000  
Fax: (559) 453-2007  
Web site: [www.fresno.edu](http://www.fresno.edu)  
E-mail: N/A

Fresno Pacific Graduate School  
1717 South Chestnut Avenue  
Fresno, CA 93702  
Phone: (559) 453-2016  
Fax: (559) 453-2001  
Web site: [www.fresno.edu](http://www.fresno.edu)  
E-mail: [grdadmis@fresno.edu](mailto:grdadmis@fresno.edu)

Fresno ROP  
1111 Van Ness, The Towers, Suite 5  
Fresno, CA 93721-2000  
Phone: (559) 497-3860  
Fax: (559) 497-3806  
Web site: [www.fcoe.k12.ca.us](http://www.fcoe.k12.ca.us)  
E-mail: N/A



Fresno State Extended Education  
5005 North Maple Avenue, M/S ED76  
Fresno, CA 93740-8025  
Phone: (559) 278-0333  
Fax: (559) 278-0395  
Web site: [www.csufresno.edu/ExtendedEd](http://www.csufresno.edu/ExtendedEd)  
E-mail: [tracyo@csufresno.edu](mailto:tracyo@csufresno.edu)

Fresno Vicinity Sheet Metal Industry Apprenticeship  
(JATC)  
4585 E. Floradora #B  
Fresno, CA 93703  
Phone: (559) 255-3665  
Fax: (559) 255-6450  
Web site: N/A  
E-mail: N/A

Galen College of Medical and Dental Assistants  
1325 North Wishon Avenue  
Fresno, CA 93728  
Phone: (559) 264-9700  
Fax: (559) 264-0985  
Web site: N/A  
E-mail: [galencollege@psnw.com](mailto:galencollege@psnw.com)

Goodwill Industries of San Joaquin Valley  
1077 E. Shaw Ave.  
Fresno, CA 93710  
Phone: (559) 224-0162  
Fax: (559) 224-0285  
Web site: <http://www.goodwill-sjv.org>  
E-mail: [dfalls@goodwill-sjv.org](mailto:dfalls@goodwill-sjv.org)

**Fresno County Workforce Investment Board**

H&R Block Income Tax Courses  
4039 N. Blackstone Ave., Suite 101  
Fresno, CA 93726  
Phone: (559) 229-0602  
Fax: (559) 228-8293  
Web site: N/A  
E-mail: N/A

Heald College-Fresno  
255 West Bullard  
Fresno, CA 93704  
Phone: (559) 438-4222  
Fax: (559) 438-0948  
Web site: [www.heald.edu](http://www.heald.edu)  
E-mail: [tina-mathis@heald.edu](mailto:tina-mathis@heald.edu)

Hi-Tech Vocational Institute  
2422 North Marks, pmb 641  
Fresno, CA 93722  
Phone: (559) 255-7886  
Fax: (559) 255-7786  
Web site: N/A  
E-mail: [martha\\_htvi@msn.com](mailto:martha_htvi@msn.com)

Ironworkers of Central California & Vicinity (JATC)  
1380 S. Channing  
Fresno, CA 93706  
Phone: (559) 497-1295  
Fax: (559) 497-1297  
Web site: N/A  
E-mail: [iw155ac@msn.com](mailto:iw155ac@msn.com)

Lawrence and Company College of Cosmetology  
2440 A McCall, Suite A  
Selma, CA 93662  
Phone: (559) 891-8108  
Fax: (559) 891-8039  
Web site: N/A  
E-mail: [LawrenceandCo@earthlink.net](mailto:LawrenceandCo@earthlink.net)

Lyle's First and Herndon College of Beauty  
6735 North First Street, Suite 112  
Fresno, CA 93710  
Phone: (559) 432-7591  
Fax: (559) 432-7595  
Web site: N/A  
E-mail: [lylesfh@acninc.net](mailto:lylesfh@acninc.net)

Lyle's Fresno Shaw & Marks College of Beauty  
3125 West Shaw Avenue  
Fresno, CA 93711  
Phone: (559) 222-6060  
Fax: (559) 221-1039  
Web site: N/A  
E-mail: [lylessm@aol.com](mailto:lylessm@aol.com)

Major Express Truck School  
3342 N. Weber  
Fresno, CA 93725  
Phone: (559) 485-5949  
Fax: (559) 486-8453  
Web site: N/A  
E-mail: [majorexpresssprint@earthlink.net](mailto:majorexpresssprint@earthlink.net)

MTMA Schools, Inc.  
1313 P Street, Suite 205  
Fresno, CA 93721  
Phone: (559) 268-0938  
Fax: (559) 268-0558  
Web site: [www.mtmaschools.com](http://www.mtmaschools.com)  
E-mail: [mtma01@sprynet.com](mailto:mtma01@sprynet.com)

Manchester Beauty College  
3756 North Blackstone Avenue  
Fresno, CA 93726  
Phone: (559) 224-4242  
Fax: (559) 224-0754  
Web site: N/A  
E-mail: N/A

Mazzei Flying Service  
4885 E. Shields Avenue, Suite 201  
Fresno, CA 93726  
Phone: (559) 251-7501  
Fax: (559) 255-8900  
Web site: [www.flymfs.com](http://www.flymfs.com)  
E-mail: [learn@flymfs.com](mailto:learn@flymfs.com)

Mennonite Brethren Biblical Seminary  
4824 East Butler  
Fresno, CA 93727-5097  
Phone: (559) 251-8628  
Fax: (559) 251-7212  
Web site: [www.mbseminary.com](http://www.mbseminary.com)  
E-mail: [jimholm@fresno.edu](mailto:jimholm@fresno.edu)

Microcomputer Education Center (MCed)  
2002 North Gateway Blvd  
Fresno, CA 93727  
Phone: (559) 456-0623  
Fax: (559) 456-0188  
Web site: [www.mced.com](http://www.mced.com)  
E-mail: [sherring@mced.com](mailto:sherring@mced.com)

Moler Barber College and School  
1240 Fulton Mall  
Fresno, CA 93721  
Phone: (559) 485-4030  
Fax: (559) 485-2755  
Web site: [www.usbarbers.com](http://www.usbarbers.com)  
E-mail: [jknauss48@yahoo.com](mailto:jknauss48@yahoo.com)

National Training Institute, Inc.  
1755 N. Gateway Blvd.  
Fresno, CA 93727-1628  
Phone: (559) 456-1522  
Fax: (559) 456-4841  
Web site: [http://www.universities.com/Schools/N/  
National\\_Training\\_Institute\\_Fresno.asp](http://www.universities.com/Schools/N/National_Training_Institute_Fresno.asp)  
E-mail: [stanh@fresno.ntius.a.com](mailto:stanh@fresno.ntius.a.com)

National University  
20 East River Park Place West  
Fresno, CA 93720  
Phone: (559) 256-4900  
Fax: (559) 256-4992  
Web site: <http://www.nu.edu>  
E-mail: [fresnoadmissions@nu.edu](mailto:fresnoadmissions@nu.edu)

**Fresno County Workforce Investment Board**

New Horizons Computer Learning Centers, Fresno  
1630 W. Shaw Ave., Suite 166  
Fresno, CA 93710  
Phone: (559) 241-0107  
Fax: (559) 241-0147  
Web site: [www.newhorizons.com](http://www.newhorizons.com)  
E-mail: [careers.fresno@newhorizons.com](mailto:careers.fresno@newhorizons.com)

Northern California & Northern Nevada Stationary  
Engineers (JATC)  
839 N. Fulton St.  
Fresno, CA 93728  
Phone: (559) 233-0839  
Fax: (559) 233-0896  
Web site: N/A  
E-mail: N/A

Northern California Cement Masons (JATC)  
1987 N. Gateway  
Fresno, CA 93727  
Phone: (559) 251-8259  
Fax: (559) 251-5916  
Web site: [www.opcmia300.org](http://www.opcmia300.org)  
E-mail: [glclark5@pacbell.net](mailto:glclark5@pacbell.net)

Northern California Plasterers (JATC)  
1987 N. Gateway  
Fresno, CA 93727  
Phone: (559) 251-8259  
Fax: (559) 251-5916  
Web site: [www.opcmia300.org](http://www.opcmia300.org)  
E-mail: [glclark5@pacbell.net](mailto:glclark5@pacbell.net)

Oak Brook College of Law  
P.O. Box 26870  
Fresno, CA 93711  
Phone: (559) 650-7755  
Fax: (559) 650-7750  
Web site: [www.obcl.edu](http://www.obcl.edu)  
E-mail: [info@obcl.edu](mailto:info@obcl.edu)

Parlier Adult School  
900 Newmark Avenue  
Parlier, CA 93648  
Phone: (559) 646-2723  
Fax: (559) 646-0959  
Web site: [www.evanhooose@parlier.k12.ca.us](http://www.evanhooose@parlier.k12.ca.us)  
E-mail: [evanhooose@parlier.k12.ca.us](mailto:evanhooose@parlier.k12.ca.us)

Police Science Institute  
5151 N. Gates  
Fresno, CA 93722  
Phone: (559) 277-9808  
Fax: (559) 277-9816  
Web site: N/A  
E-mail: N/A

Quality College of Vocational Careers  
1570 North Wishon  
Fresno, CA 93728  
Phone: (559) 497-5050  
Fax: (559) 264-4454  
Web site: [qualityschool.com](http://qualityschool.com)  
E-mail: [ledwa94909@aol.com](mailto:ledwa94909@aol.com)

**Fresno County Workforce Investment Board**

Reedley College  
995 North Reed Avenue  
Reedley, CA 93654  
Phone: (559) 638-0323  
Fax: (559) 638-5040  
Web site: [www.reedleycollege.com](http://www.reedleycollege.com)  
E-mail: [leticiaalvarez@scccd.com](mailto:leticiaalvarez@scccd.com)

San Joaquin College of Law  
901 Fifth Street  
Clovis, CA 93612-1312  
Phone: (559) 323-2100  
Fax: (559) 323-5566  
Web site: [Http://www.sjcl.edu](http://www.sjcl.edu)  
E-mail: [admissions@sjcl.edu](mailto:admissions@sjcl.edu)

San Joaquin Valley College  
295 East Sierra Ave  
Fresno, CA 93710  
Phone: (559) 448-8282  
Fax: (559) 448-8250  
Web site: [www.sjvc.edu](http://www.sjvc.edu)  
E-mail: [johns@sjvc.edu](mailto:johns@sjvc.edu)

San Joaquin Valley College-Aviation  
4985 East Andersen Avenue  
Fresno, CA 93727  
Phone: (559) 453-0123  
Fax: (559) 453-0133  
Web site: [www.sjvc.com](http://www.sjvc.com)  
E-mail: N/A

Sanger Adult School  
1045 Bethel Ave.  
Sanger, CA 93657  
Phone: (559) 875-7121  
Fax: (559) 875-1820  
Web site: N/A  
E-mail: [rusty-garza@sanger.k12.ca.us](mailto:rusty-garza@sanger.k12.ca.us)

Selma Adult School  
3125 Wright Street  
Selma, CA 93662  
Phone: (559) 898-6590  
Fax: (559) 896-4333  
Web site: N/A  
E-mail: [vdelgadillo@selma.k12.ca.us](mailto:vdelgadillo@selma.k12.ca.us)

Sierra Valley Business College  
4747 North First Street, Building D  
Fresno, CA 93726  
Phone: (559) 222-0947  
Fax: (559) 222-2973  
Web site: [www.sierravalleycollege.com](http://www.sierravalleycollege.com)  
E-mail: [donald.goodpaster@sbcglobal.net](mailto:donald.goodpaster@sbcglobal.net)

Southern California Graduate School of Theology  
5588 North Palm Ave.  
Fresno, CA 93704  
Phone: (559) 435-8402  
Fax: (559) 439-7948  
Web site: N/A  
E-mail: N/A

**Fresno County Workforce Investment Board**

Tech-Connect—San Joaquin Valley, Inc.  
2150 Tulare Street, Fresno, CA 93721  
Fresno, CA 93721  
Phone: (559) 233-8881/8882  
Fax: (559) 233-8883  
Web site: [www.tech-connect.com](http://www.tech-connect.com)  
E-mail: [info@fresno.tech-connect.com](mailto:info@fresno.tech-connect.com)

The Job Skills Center  
1885 N. Fine Avenue, Suite 104  
Fresno, CA 93727  
Phone: (559) 255-0222  
Fax: (559) 255-0232  
Web site: N/A  
E-mail: N/A

The Training Institute, SCCC  
1901 E. Shields Ave. #243  
Fresno, CA 93726  
Phone: (559) 256-0188  
Fax: (559) 256-0199  
Web site: [www.thetraininginstitute.net](http://www.thetraininginstitute.net)  
E-mail: [robweil@scccd.com](mailto:robweil@scccd.com)

Therapeutic Learning Center  
3636 North First Street, Suite 154  
Fresno, CA 93726  
Phone: (559) 225-7772  
Fax: (559) 227-3155  
Web site: [themassageschool.com](http://themassageschool.com)  
E-mail: [tlcmassage2@aol.com](mailto:tlcmassage2@aol.com)

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**Fresno County Workforce Connection**

Truck Driving Academy  
2757 South Golden State Blvd.  
Fresno, CA 93725  
Phone: (559) 233-4700  
Fax: (559) 266-0747  
Web site: [www.tdatraining.com](http://www.tdatraining.com)  
E-mail: N/A

University of Phoenix  
8355 N. Fresno, Suite 200  
Fresno, CA 93720  
Phone: (559) 451-0334  
Fax: (559) 451-0381  
Web site: [www.phoenix.edu](http://www.phoenix.edu)  
E-mail: [tim.may@phoenix.edu](mailto:tim.may@phoenix.edu)

Valley Regional Occupational Program  
1305 Q Street  
Sanger, CA 93657  
Phone: (559) 876-2122  
Fax: (559) 876-2102  
Web site: [www.theworks.com/~vrop](http://www.theworks.com/~vrop)  
E-mail: [vrop@theworks.com](mailto:vrop@theworks.com)

Valley Software Educational Center  
2743 East Shaw, Studio 101  
Fresno, CA 93710-8205  
Phone: (559) 294-1380  
Fax: (559) 294-1386  
Web site: [www.vsec.org](http://www.vsec.org)  
E-mail: [vsec98@aol.com](mailto:vsec98@aol.com)

Valley Vocational College  
3240 N. Marks Ave.  
Fresno, CA 93722  
Phone: (559) 443-5252  
Fax: (559) 443-5262  
Web site: N/A  
E-mail: [vvcftc@earthlink.net](mailto:vvcftc@earthlink.net)

West Hills Community College  
300 W. Cherry Lane  
Coalinga, CA 93210-1399  
Phone: (559) 934-2000  
Fax: (559) 935-3788  
Web site: [www.westhillscollege.com](http://www.westhillscollege.com)  
E-mail: N/A

Western Pacific Truck School  
4565 North Golden State Boulevard  
Fresno, CA 93722  
Phone: (559) 276-1220  
Fax: (559) 276-2842  
Web site: [www.wptruckschool.com](http://www.wptruckschool.com)  
E-mail: [pknagel@earthlink.net](mailto:pknagel@earthlink.net)

# **SECTION 6**

## **FRESNO COUNTY WORKFORCE CONNECTION**

The Workforce Connection is a system approach to the many services in Fresno County that are committed to matching job seekers to employers. There are eight convenient locations within Fresno County. Those locations can be found on the map of Fresno County printed on the cover of this 2002 Occupational Outlook Report.

**For More Information Contact**  
**Workforce Connection:** [www.workforce-connection.com](http://www.workforce-connection.com)

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**Fresno Office, Manchester Center:**  
**3302 North Blackstone, Suite #155**  
**Fresno, CA 93726**  
**Phone: (559) 230-3600**

**Coalinga Office:**  
**311 Coalinga Plaza**  
**Coalinga, CA 93210**  
**Phone: (559) 935-9293**

**Kerman Office:**  
**15180 West Whitesbridge**  
**Kerman, CA 93630**  
**Phone: (559) 846-4242**

**Reedley Office:**  
**1680 East Manning**  
**Reedley, CA 93654**  
**Phone: (559) 637-2444**

**Fresno Office, Executive Plaza:**  
**1900 Mariposa Mall, Suite 130**  
**Fresno, CA 93721**  
**Phone (559) 499-3799**

**Huron Office, EDD:**  
**36612 Central Avenue**  
**Huron, CA 93234**  
**Phone: (559) 945-5002**

**Mendota Office:**  
**660 Tule Street**  
**Mendota, CA 93640**  
**Phone: (559) 655-3711**

**Sanger Office:**  
**1939 South Academy**  
**Sanger, CA 93657**  
**Phone: (559) 875-1719**







